



PPG Awareness Week 3rd to 8th June 2013

Notes from meeting held at Stag Medical Centre on Thursday 9th May 10am

Present

Elaine Laurie
Iris Wilde
Pippa Harding
Kath Perry
Jenny Drew

Apologies

Christine Pigg
Jackie Houghton
Len Wilson
Heather Hind

Jenny used the NAPP material which had been produced to assist PPGs in preparation for what could be done at this National event. A meeting with Eileen Brooks (Publicity) has been arranged for Tuesday 14th May when Jenny and Tony Drew would meet with her to discuss press and media releases.

After a group discussion the following ideas were generated:

Poster displays of:-

1. Care Quality Commission (CQC)Inspection
2. Carer's Corner
3. Befriending Service for recently bereaved patients
4. Volunteer drivers

Jenny suggested a poster display of all the information produced from the CQC about the forthcoming GP Practice Inspections.

Pippa suggested that we include a form of words to ask carer's what they would like to include in our Carer's Corner services.

Elaine suggested we should consider setting up a befriending service as opposed to a bereavement service. Thanks to Iris a befriending service was found to be a better description of what was really needed i.e. someone to recognise that after a patient has died from the Practice it is acknowledged and there is someone who is willing to listen to the relative or significant other - not to counsel but to be a friend for a short period of time. All agreed this would need guidance and input from a clinical

practitioner at the Practice for advice on how to progress with this. Nevertheless it would be useful to sound out the idea with patients during that week.

Kath Perry suggested we explore a volunteer driver service for patients who find it difficult to get to the surgery. Costs, insurance and mileage were all discussed. Elaine said she would investigate what other people she knew who did this sort of thing had to cover. Pippa also said she would investigate too.

Chris advised we should omit the poster display about the Electronic Patient Record as the Practice hadn't started work on it yet. He had removed information booklets from both surgeries as it had generated a lot of interest. Receptionists were unable to give answers to patients requesting further information.

Chris Thompson was asked about us using the existing TV to project PPG information but it was not possible to do this. Jenny would investigate supplies of notice boards and data projection equipment from NHS Rotherham.

Tony Drew said he would be able to make some DVDs to project information about our PPG as a continuous loop DVD.

These notes will be tabled at our next PPG Meeting on Thursday 16th May 2013 where further suggestions and volunteers could be considered.

Meeting closed 11.10 am.

Elaine and Kath took the Spring/Summer Newsletters for distribution.

Post Script

Jenny has secured display boards from Knowledge Services at Oak House NHS Rotherham Headquarters. There were also other services they provided including TV monitors and data projectors as well as health promotion information.

Jenny has agreed to visit Knowledge Services and link with Clare Dawson. As a result of this discussion Andrew Carrick , Knowledge Management Specialist , has offered to help with patient participation through producing a bulletin around patient engagement which could be in the form of a monthly, or quarterly bulletin. It could include references to the latest research/articles looking at engaging patients.