

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 6th November 2014

Present

Chris Thompson (Practice Manager)
Tony Drew
Jenny Drew (Chair)
Chris Peters (Vice Chair)
Elaine Laurie (Secretary)
Peter Appleby (Treasurer)
Pippa Harder
Heather Hind
Tony Robinson
Gill Stokes

Apologies

Iris Wilde (Treasurer)
Eileen Brookes
Christine Pigg
Tracey Ingram
Len Wilson

Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH
Dementia Action Alliance	DAA
Active Always	AA
Enhancement Service Specification	ESS

Chair-Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminate cards)

1.0 Welcome and introduction

1.1 Jenny welcomed group members. Apologies were noted

2.0 Group Business:

2.1 Approval of minutes of meeting held 16th October 2014

2.2 Matters arising

2.3 Action points:

Printing extra newsletters have been done.

Pippa has priced up display units and showed the group print outs of the units. Pippa will purchase 2 for the newsletters (1 for each surgery). Chris informed the group we are not allowed to put leaflets that are advertising in the display unless they are NHS connected so at the moment we are holding fire until after Christmas on deciding which ones we are going to purchase.

Staff photos – a date has to be arranged to take the photos and then be displayed.

The pictures on the walls in both surgeries – some are for sale with the prices displayed underneath. It will be decided at a later date if the pictures without prices will be sold or retained by the originator.

3.0 Friends and Family Test – Chris Thompson

We are waiting for the kit with leaflets, posters etc. from NHS England which we will be able to display in the surgeries. It will also be advertised on the JX board. It was decided that we would run it alongside the nurses and clinicians and provide people with the cards to fill in when the opportunity arises. It will then be put on the website and Tony Drew will manage the website and collate any responses we get. December will not be reported on, it will be a free run to test it out but January we will have to report back and every month thereafter. We are looking into how the results will be put on the website. At the moment it is possible once it is up and running we may ask the PPG to give their support on the friends and family survey. It was agreed this would be a standing agenda item.

- 4.0 News from the practice – Chris Thompson.
 There has been 7 flu clinics with 3000 people, some in care homes all receiving their flu vaccination. Some pharmacies have been advertising and giving the vaccines which has been a concern to some surgeries. Patients did comment on how well it was organised, not having to wait long and the nurses and the PPG group were complimented on their efforts. The new registrar that has joined us for 1 year is Dr. Gillian Turner who has been in touch with Chris Peters and is willing to work with the PPG on Health Promotion issues. Dr. Turner is going to organise pictures of staff members and doctors which will be displayed in both surgeries. This will help in Dr. Turner’s project that she is involved in. Heather raised the question of PPG members having their photos displayed, however, staff and doctors are enough for the surgeries. The only PPG photos which could be displayed for a short while are if the PPG has been involved in any events such as flu days which will be taken at random with members that are involved in the event.
- 5.0 Any other business
 Tony Drew and Chris Thompson are looking into doing a workshop on System Online for patients who may be having difficulty logging on and off to the Stag and Rose Court Surgeries system online. It will have to be advertised within the surgery and Tony Drew has volunteered to run the workshop.
 Slips were brought in by Pippa from Rotherham’s Friends of Young Onset Dementia with details of their Christmas carol concert being held at the Clifton Park Bandstand on 7th December. Slips were stapled to the notice board.
 Patients aged 75 and over are being notified by letter who their named doctor will be and arrangements are being made for them to attend surgeries and see their named doctor?
 The constitution has been done and approved and will go on the website.
 Heather explained about the Nomad Pharmacy Packages where the pharmacy will take on a patients repeat prescriptions and their medication is sorted out into daily dosage and times in sealed pocket then delivered to the patient monthly. Most pharmacies will provide the Nomad service for patients who need this service.
 Still problems with reception staff not opening appointments.
- 6.0 Action Point
 It was decided the remaining raffle prizes Elaine would take home and phone the winners of the Prize and deliver them their prize and if they didn’t want the prize it would be given to Chris Peters for her McMillan table at their next event.

Meeting closed at 6.30 pm
 Next meeting Thursday 15th January AGM 2015 at 5.30pm.

Action Items:

Action	By	Completion
Print off additional copies of the newsletter.	Chris/Tracey	Ongoing
Report Friends & Family test scheme details.	Chris	For December meeting
Agree final arrangement re Friends & Family test with Practice Manager	PPG/Chris	For December meeting
Systmonline training	Tony Drew	Awaiting Practice approval
Produce picture price tickets and display them and a sign to refer to practice manager for purchase.		Awaiting Practice approval