

**Park and St Francis Surgery
Patient Participation Group – Committee Meeting
Held at St Francis Surgery 22nd March 2017 at 16:30**

Minutes

Present:

Claire Parsonage (Chair)
Jan Blann (Vice- Chair)
Dennis Pearce (Treasurer)
Phil Waterton

Carol Burton
Peter Turnill (Secretary)
Brian Saunders

and for item 8:

Sue Levesque
(Practice Manager)

1. Apologies for Absence:

There were no apologies.

2. Minutes of the last Meeting

The draft minutes were AGREED. Proposed BS, seconded DP.

3. Matters Arising

3.1 Patient Activation Project

No feedback had been received.

3.2 PPG information on Waiting Room TV Screens (12/10/16, Item d))

CP will request the Practice Manager to send the Powerpoint presentation to PW.

ACTION: CP

PW will distribute it to the Committee.

ACTION: PW

Members will send their comments and ideas to PW.

ACTION: All

PW will revise the presentation and present it to the next Committee meeting.

Action: PW

4. Patient Participation Survey

CP reported that Survey Monkey had placed a limit of 100 response on its free use, so an alternative had been developed using Google Forms. The survey is to be initiated on Thursday 23/3/17.

ACTION: SL

It will be closed after 900 responses, or by Wednesday 29/3/17, whichever is the sooner.

ACTION: PT

PT will report on the status of the results on the afternoon of Friday 31/3/17

ACTION: PT

5. Newsletter

The draft Newsletter was discussed. There was general agreement of the content which, it was felt, would develop in use. The use of boxes to format the information was welcomed, but it was felt that the minimum font size should be 12 point. The hyperlinks were felt to be too general and should be modified to be specific to the information being referenced – either to a particular page or email address.

ACTION: CP

The publication, which should include Facebook, is to be brought forward so that its impact can be reviewed at the AGM (19/4/17).

6. 'Awareness' in the Waiting Room

There was general support for inviting support organisations to have a presence in the Surgery during their 'Awareness' campaign periods. The first will be Sue Moores, Dementia Support Worker from the Alzheimer's Society, and the format will develop with experience. There were some concerns over how patients would be engaged.

7. Speaker and Agenda for next Full Meeting/AGM

No outside speaker has been found for the 19/4/16. A Gastroenterologist has been contacted but as yet we have had no response. It was suggested that Dr. Rickenbach could talk about 'Frailty' (see attachment) and the proposed 'Pre-consultation' form). SL will clarify this and CP will arrange for a suitable 'poster' to be created in Word for distribution by eMail and posting in the surgeries.

ACTIONS: SL and CP.

Action: PT to contact Peter Hutchinson, Minister of St Francis Church to see if he can arrange audio recording

CP reviewed the items for her 'Annual Report' and asked members to contact her with their willingness to continue to serve on the Committee – or not.

ACTION: All

8. Practice Update

SL reviewed some recent staffing changes and allocation of Doctors between the two surgery sites. There would be no impact on the patients.

BS asked SL to clarify the reasons behind the Survey and the delay in its implementation. SL explained that a survey was required by the contract between the Practice and the NHS, the delays being due to her unavoidable absence.

CP explained how the online survey would be managed and SL confirmed that all paper inputs would be completed by the planned closure date, and if this was brought forward, by agreement with PT.

ACTION: SL

BS asked about the relationship between online appointments and those arranged with the Reception staff. SL clarified this.

JB explained the Committee's concern over the definition of PPG and PRG included in the initial response to interested parties. She indicated that this separation was required by NHS England. It was agreed that the Committee look at ways of making the situation clearer during this important initial contact.

Action: CP

9. Any Other Business

BS asked whether we should be looking at ways of raising funds. There was little support for the idea. It was felt that the Practice should be able to fund a hall hire every 3 months, should this become necessary.

BS advised members of the 'One Community' Older People's Network meeting on Thursday 30/3/17 (see attached).

JB advised members of the death of former member and chair, Frank Newbury.

10. Dates of Future Meetings

Committee: 14th June, 13th September
Full PPG: 19th April (AGM), 12th July, 8th November

The meeting closed at 18.30.

PT/CP 24/03/17