

**Park and St Francis Surgery
Patient Participation Group – Committee Meeting**

Held at St Francis Surgery 11th January 2017 at 16:30

Minutes

Present:

Claire Parsonage (Chair)
Jan Blann (Vice- Chair)
Dennis Pearce (Treasurer)
Phil Waterton
Elisabeth Hill
Peter Turnill (Secretary)
Brian Saunders

and for specific items:

Michaela Coutakis (Service
Development, CCG)
Dr Mark Rickenbach
Sue Levesque (Practice Manager)

1. Apologies for Absence:

Carol Burton sent her apologies.

2. Patient Activation Project

Michaela Coutakis distributed a hand-out and described a proposed measurement tool to support Patient Activation, linked to the management of chronic pain. Members raised a number of concerns and Michaela invited members to give feedback, via the Chair.

ACTION: All

3. Minutes of the last Meetings

Subject to the correction of Brian Saunders' name in the attendees on 12/10/16 (shown as "Sheppard"), the draft minutes were AGREED.

4. Matters Arising

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

The existing information panels will be sent to all members.

ACTION: PW

Members will respond to PW with comments and suggestions.

ACTION: All

PW will propose modifications to the panels and a reformatting to give a common look and feel.

ACTION: PW

5. Patient Participation Survey

5.1 1,000 Limit

PT asked whether there was a mechanism to advise potential respondees that the survey had closed, once the limit had been reached.

ACTION: CP

5.2 Questions

Q4 - JB suggested that there were other alternatives, such as the Pharmacy. It was AGREED that Pharmacy should be included.

ACTION: PT

DRAFT

Q6 - DP pointed out the anomaly between the ranking proposal and the number of issues.

ACTION: PT

Q8 - There should be a Y/N option against each item.

ACTION: PT

Q10 - SL suggested that this should be: "When you visit the Surgery, have you filled in the 'Friends and Family' questionnaire?"

ACTION: PT

Paper Form – To be redrafted.

ACTION: PT

6. Feedback from PPG Networking Meeting

This was seen to be generally positive. There was some discussion arising from the presentation on 'GPWEB' given by the Practice Manager from Hedge End Surgery. SL said that the practice were aware of the system but the cost was significant and the timing not optimal. The existing triage system works well and gives patients choices, which was an important issue to the Surgery.

7. Speaker and Agenda for next Full Meeting

The next full PPG will be on 15th February and the topic is Orthopaedics. Potential future topics were reviewed and the difficulty of scoping such broad topics for a half-hour presentation was explored. EH regretted that Mental Health was not more prominent. Also discussed were Nutrition, and Thyroid problems. BS suggested COPD. CP will talk to SL again re the availability of a report on the most popular ailments amongst local patients.

ACTION: CP

8. Practice Update

MR mentioned a 'Prescription Art' project based at **Rum's Eg** in Romsey. More information at <http://www.hampshireartandcraft.org/prescription-arts.html>.

SL said that there was a new partner coming (Name ? Date? Other?)

SL felt that while the PPG was performing well, it needed to raise its profile. CP reviewed current actions. The TV screen information is under review, a draft patient information flyer has been produced and a colour poster for the next full meeting, suitable for email or paper, is to be produced.

ACTION: PT

SL mentioned 'GP Forward View' and a recent item on GP Access which considers upcoming IT supported developments. It can be read online at:

[SL TO PROVIDE CORRECT LINK, PLEASE!]

9. Dates of Future Meetings THESE NEED CHECKING!!!

Committee: 22nd March, 14th June, 13th September

Full PPG: 15th February, 19th April (AGM), 12th July, 8th November

10. Any Other Business

There was none.

The meeting closed at 18.30.

PT/CP 13/1/17