

Minutes

PPG Meeting

Monday 11th September 2017

6:00pm

Present:	Steve Shaw (Chair) - SS Peter Robinson (Minutes)– PR Ken Sharpe – KS Amanda Brinkmanis – AB Ruth Brown - RB Stephanie Chapman (Asst. Practice Manager) – SC Dr Jenkins (Dr J)	
Chair:	Steve Shaw	
Minute taker:	Peter Robinson	
1. Introductions	The Group welcomed Ruth Brown attending her first meeting and introductions were made.	
2. Apologies:	Mohammed Islam (MI-Practice Mgr), Beryl Perrin – BP, Dave Howarth - DH	
3. Minutes from last meeting:	The minutes of the meeting held on 10 th July 2017 were agreed following an amendment to the date of last meeting which should have been 11 th September 2017.	
4. Matters Arising not covered elsewhere	<p>Matters arising from the minutes not on agenda:</p> <p>Kerb – problems with the kerb have been raised with Ashfield DC. Awaiting a reply.</p> <p>Doctor First IT system – meeting being arranged for next stage of work (further exploration of system potential and decision on aims of specification). The PPG have requested to be involved in development of specification for the system once system feasibility process complete.</p> <p>The PPG leaflet has been printed and</p>	<p>Action / Update</p> <p>SC in contact with Ashfield DC</p> <p>SC to discuss PPG involvement with SS.</p>

	<p>distributed in practice. Ruth (RB) asked for a brief description of what the PPG is about and Steve (SS) responded with information and gave some examples of PPG discussions.</p>	
<p>5. Practice Update</p>	<p>Ken (KS) asked about the policy on practice opening hours. (Dr J) explained the plan to extend opening hours during week and provide some Saturday hours. Practice Nurse vacancy – will be advertising shortly. (Dr J) reported that Dr Hussain will be leaving the practice in mid November. The practice will be advertising for 3 more GPs. There are now 2 Registrars at the practice. There has been some reduction in patient appointment access due to holidays and sickness. (AB) asked about the results of the National Patient Survey. (SC) said Mohammed Islam will report at the next meeting. (DR J) was asked about the development of the current linkage of the practice with Ashfield Medical Practice (AMC). (DR J) responded – Currently we are looking at our options. We have transferred our antenatal clinics over to (AMC) with a view to possibly minor surgery and Microsuction clinics.</p>	<p>Mohammed Islam to report on Patient Survey at November meeting</p>
<p>6. Event Planning for 13th October 'Care of the Elderly' event</p>	<p>(SC) explained arrangements and contributors which are: Age UK County Enterprise Foods. Clinical services and information will be available from Nurse Practitioner (Lyndsey) and Clinical Pharmacist. (Sebastian) Event is being promoted through texts to patients; waiting room TV. Practice handbook needs updating to include PPG group and remove CNCS reference. (RB) asked about role of Clinical Pharmacist and (Dr J) explained. The poster for the event was agreed after some alterations [Post meeting SS and PR have agreed the amended version] A question was asked about the Friends &</p>	<p>SC to update handbook.</p> <p>PR to find out</p>

	<p>Family test and its use. (SC) responded. There was very little response from patients just a handful each month. (PR) agreed to find out from Julie Andrews what the picture was across the practices. There will be a supply of the forms on the day.</p> <p>There will be a table about the practice to include:</p> <p>Piece from (RB) about first impressions of the PPG</p> <p>(PR) will do a piece about 'Whats happening in CCG land which will impact on the practice and PPG' in collaboration with (SS) and (SC).</p> <p>(PR will do a piece about PPG achievements. (PR) will provide a table top display board (3 sections).</p> <p>PR and SS to meet to develop ideas on pieces above.</p>	<p>about current us of Friends & family test across the practices.</p> <p>RB piece about first impressions</p> <p>PR piece about what's out there</p> <p>PR piece on PPG achievements & table top display</p>
<p>7. Membership & Communication</p>	<p>Practice leaflet to be emailed to PPG members by SC.</p> <p>SC planning to get Practice newsletter out by end September / early October.</p>	<p>SC and leaflet</p> <p>PR & SS meeting</p>
<p>8. Topics for next meeting 13th November 2017</p>	<ul style="list-style-type: none"> • Patient Survey results • Communication to practice patients • Feedback from October event 	
<p>9. Any Other Business</p>	<p>Vanguard event on 19th September. PR and SS going. Hope to get some ideas for October event.</p> <p>KS asked about policy on texting patients. A text arrived on his phone too early. Dr J said texts should be timely.</p> <p>KS asked if test results are conveyed to patients rather than the default being 'will only tell you if there is a problem'. Dr J said patients should be told of test results.</p> <p>SC commented that she was aware that another practice had a piece in Network News. Wondered why Willowbrook did not have any articles in the 'News'. She was informed that the Network News Editor</p>	

	<p>contact details were in the 'News' and ideas for articles were encouraged.</p> <p>SS said he would do a piece about the October event for Network news.</p>	
10. Date of next meeting	Monday 13th November 2017 – 6.00pm	
	The meeting closed 7.40pm	