



PPG Meeting

Monday 11th November 2019
6:00pm

Present:	Peter Robinson (Chair) – PR Tony Pearce – TP Pamela Pearce – PP Ian Dixon – ID Beryl Perrin – BP Chris West - CW Gareth Brammer - GB Sue Holmes - SH Dr Mohammed Islam (Practice Manager) – MI Stephanie Chapman (Asst. Practice Manager) – SC Dr N Freeman – Practice GP – NF
Chair:	Peter Robinson
Minute taker:	Stephanie Chapman
1. Introductions	PR welcomed all present to the meeting. Introductions were made by each of the attendees.
2. Apologies:	Ken Sharpe
3. Minutes from last meeting:	The minutes from 09/09/2019 were reviewed and agreed.
4. Matters Arising not covered elsewhere	Flu campaign – Gareth, Beryl and Ian reported that they felt their attendance at the Flu clinics was helpful to patients. Peter was unable to attend his session.
5. i. Communication	An additional PPG meeting was held on 1 st October to develop ideas on messages and ideas for development and implementation. Peter had produced a note from that meeting to summarise points which was used for this meeting to: a) agree the messages b) discuss next steps. Discussion took place on each of the themes: 1. Access to Appointments 2. Reducing DNAs 3. Repeat prescription service 4. Management of Long Term Conditions e.g Diabetes, Mental Health, Obesity, COPD, Heart conditions 5. Impact of PCN on practice services 6. A 6 th theme was added reflecting the pressures on Practice staff and GPs.

	<p>The broad content of each theme was agreed but in each case work needs doing to create succinct messages from the detail provided in the document produced on 1st October.</p> <p>Discussion took place about how these messages could be delivered. The priority is to create short, clear messages that are very visible and stand out from other information being presented through media such as the JX TV. The importance and value of graphics was made. Pictures help to create understanding more quickly than words and ‘Humour’ can be used to create interest in messages.</p> <p>There was general agreement with the pro’s and con’s of the comments about the 6 themes on delivery;</p> <ol style="list-style-type: none"> 1. JX TV screen, media easily changed and can show messages in easiest possible way. 2. practice newsletters or emails / texts 3. Notice Board / Posters 4. Web site <p>5. Patient experience messages (already being used on JX TV about Cancer) – Pam talked about her experience and Tom and Beryl were prepared to construct a short piece about their experiences.</p> <p>6. We felt that the Practice staff would have views which can add to the strength of the messages. There were some aspects of how the Practice is developing services mentioned in the 1st October paper which highlight the benefits that the staff bring to patient treatment.</p> <p>The focus needs to be on a campaign of a drip feed / phased approach introducing themes (rather than trying to cover all messages at once) which raises interest and builds on receptivity (needs to be evaluated in some way to assess impact of the campaign).</p> <p>Next Steps:</p> <ul style="list-style-type: none"> • Mohammed & Steph to discuss the outcomes of the meeting with Practice staff and GPs • Kate will be asked to provide some time to create the succinct messages needed for the different media to be used and give the PPG a flavour of her approach. • The 13th January 2020 PPG meeting to review Kate’s work and the PPG delivered activities for the year which build on the messages. • Start the ball rolling with JX TV themes.
5. ii. Brief presentation by Peter on Primary Care network.	Peter described the structures of health & Social care transformation for the whole of Nottinghamshire. The Integrated care system (ICS) sets strategy for all service development and commissioning. Local powers for Mid Nottinghamshire (Mansfield, Ashfield, Newark & Sherwood) are delegated partly to the Integrated Care Providers (ICP) which support primary care, hospitals, ambulance and mental health trusts and ensure service delivery processes place the patient at their centre. The ICP supports Primary Care Networks (PCNs) who are responsible for locality level development of primary care and partnerships with community providers, local hospitals, voluntary sector services and engagement with the public. PPGs are key parts of the patient engagement processes. New primary care services are being delivered by Social Prescribing Link Workers and Clinical Pharmacists who work across all practices in the PCN locality. Willowbrook is part of the Ashfield North PCN.
6. Practice Update & AOB	MI informed the group that our Social Prescriber, Sylvia, will attend the practice each Wednesday and Pranal, Community Pharmacist, will be at the practice Tuesday & Thursday's.

	<p>SH announced that Sherwood Forest Hospital Trust has been shortlisted for the 8th year for 'Best Trust' at the HSJ Awards (Health Service Journal) and the Nursing Times award for their Street Clinic providing help and care from dressings, flu vaccinations, dentistry and drug problems for the homeless.</p> <p>The group asked SH to feedback that they were pleased the trust has been nominated for the awards and also acknowledged the improvements made over the last 4 years going from 'Special Measures' to 'Outstanding' in their CQC rating.</p>
7. Date of next meeting	Monday 13 th January 2020

The meeting closed at 7.15 pm