

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 22/07/14

Present: Michael Pearson (Chair), Martin Merson, Martin Blows, Maureen Hirsch, Anthony Cox, Sam Grover, Bridget Winn.

Apologies: John Pickering, Anna Pollert, Marcia Davis, Ron Buyers, Jean Quinn, Ann James.

Notes of last meeting

These were approved as a correct record of the last meeting. Minutes are put on the website following approval.

Matters arising

Michael requested that members read the minutes prior to the meeting to save time.

Meetings attended by members

Michael has not been able to attend the training on 'Friends and Family' initiative which will be introduced into all GP practices.

The CCG has set up several sub groups including:-

- a) a group who are looking at the Local Plan and accessing money for building new surgeries and improving others. Michael is a member of this group which is trying to meet with the. LAT (Local Area Team)
- b) a group trying to find ways of PPGs working effectively with CCGs. The Diabetes group is a subgroup of this.

The Carers Event: Ann attended this and wrote an article about it which is included in the Newsletter.

AOB and future meetings

There were no items for AOB

Dates of future meeting were decided at the previous meeting:

August 26th; September 30th; November 11th; December 9th

Work Planning

Children and Young People's project: no further information

Understanding the new regulations concerning PPGs:

The relevant paper has been emailed to members. The Practice **must** have a PPG as part of their contract with the Government. There is a further contract that can be applied for which results in an additional £4,000 for the practice. **Michael suggests that members read this, particularly section 7 and that Steven talks about it at the next meeting. Martin B will send the relevant section to members in an accessible form.**

The question of complaints was discussed as it is part of the new contract that PPG should have sight of these. The details of how this might be done is not yet clear, but members assume that the complaints would relate to issues rather than individuals. The latter is not part of our constitution and there was a reluctance among members to be involved in this.

The Friends and Family 'test' will replace the questionnaire but Michael was told by Steven that there was nothing to stop the PPG to carrying out their own surveys.

The extent to which our PPG was representative of the demographic of the patients at Clarendon Lodge was discussed. Although the Government say that membership should be representative, no guidance or training is provided about how this might be effected.

Following the Inspection of the surgery, all magazines and toys have been removed due to health and safety factors.

PPG notices in waiting rooms

It was agreed that something eye catching was needed such as 'Your surgery needs You'. The current notices about the PPG have been put up as a temporary measure for recruitment purposes during the period of the questionnaire. Michael will ask Steven if it would be possible to use this board as our own permanent notice board. It will be used to inform patients and to encourage wider participation in the PPG. It could be used to publicise the e Newsletter for example. A hard copy of the Newsletter could be displayed on the notice board.

Communication with patients is a real issue for the PPG who cannot be given patients' email addresses without their consent. Suggested solutions included inviting patients to request a copy of the Newsletter by email, or asking the practice to email all patients inviting them to opt in to receive the Newsletter etc.

It was agreed that Anthony would continue to be responsible for producing the Newsletter which would then be forwarded to Martin B for formatting it so that it could be sent out by email. This means that patients would automatically receive it rather than having to take the step of going on the website to find it.

It was felt that information should take precedence over pictures in the waiting room.

Introduction of e prescriptions

This has been clarified and details are in the Newsletter

Food Bank Request

The surgery is now officially registered as a Food Bank Agency. There was very little support from the group for Steven's request to publicise and help out with the Food Bank. The newsletter contains further information about the whereabouts of the nearest Food Bank

Implementation of the Action Plan

We are required to monitor and to ensure that the Plan is fully implemented. Michael will be meeting with Steven.

Overall it was felt that communicating with patients was a central issue and Michael will take this particular problem to the CCG Patients Group

The meeting ended at 7.45 p.m