

## **Minutes of the PPG Meeting of 23 May 2013**

**Attendees:** Graham Richards (Chairman), Julia & Peter Stillwell, Hazel Duncombe, Clare Macadie, Roz Burgess & Nicholas Fuller

**In attendance:** Ann Lee

**1.0 Minutes of the previous meetings** 28<sup>th</sup> February 2013. Accepted.

### **2.0 Patient Participation Awareness week**

Patient participation awareness week is 1-8 June. The Group discussed ways in which we can advertise this to as many patients as we can. It was decided that the waiting room would be cleared of all information that does not relate to the PPG and that posters would be produced to display in the waiting room. A leaflet would be produced and be available on reception and in the waiting room during this week. The website and the waiting room 'amscreen' will be updated.

Grosvenor Medical centre have a stall at Five Ways on Wednesday June 5<sup>th</sup> 10am-4pm and they would welcome volunteers to man the stall. It was decided that as we did not know what information would be given out to the public, but if it was only about Grosvenor Medical Centre it would not be appropriate for our PPG committee members to get involved, although some committee members did volunteer to visit the stall to elicit the information being distributed. GR is to contact Tony Whitehorn of Grosvenor Medical Centre to clarify this.

Kingswood are hosting a 'patient talk' and the poster was placed on the notice board. Patients from our surgery are welcome to attend. In the future it would be nice for Lonsdale to co-ordinate a similar evening and involve the doctors and other organizations to present at the event. This would be open for patients at other surgeries to attend. Again the importance of reaching as many patients as possible with this information was stressed.

GR stressed that the meeting of the Chairs of other PPGs was postponed and therefore he was unable to bring to the meeting feedback regarding other group's progress and our potential partnership with them in the future.

HD fed back notes from her meeting with Kingswood's Practice Manager & PPG Treasurer and how their group had evolved from initially being a patient support group and now being a patient participation group. Their original publicity material is still in use and it was decided that the Lonsdale PPG would produce a similar leaflet for use by 1 June.

Item	Description / Action required	Action by
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### **3.0 Education & information**

Discussion about how we can disseminate information to patients in the most efficient way. This would include both PPG information and other surgery useful information. It was agreed that the best way to contact patients would be via email which lead to a discussion as to the best way to progress this.

NF will assist AL in co-coordinating 'mailchimp' when we get a number of email addresses. In the meantime the surgery will attempt to get all patients' email addresses to facilitate this.

It was decided that the waiting room should be tackled and prepared for the PPG awareness week. Some committee members volunteered to visit the surgery Friday 31 May during the lunchtime period (1.30-2.30) to put up posters and clear away non-relevant information.

Posters were also going to be produced for the waiting room.

### **4.0 PPG's changing role**

GR gave an overview of the changing role of PPGs in light of new legislation

PPGs were initially set up to concentrate on local issues to support surgery staff and patients to improve communication and facilities. The emphasis has now changed to being a more formal role whereby the patient needs, health policy views, opinions, and priorities are filtered into the decision-making process. In our case this will be done via the 6-practice local Patch group of PPGs and the Health and Wellbeing Board (HWB). At present PPGs have no formal representation on the HWB but this is likely to change in the future. The Patch group representative would communicate the views of local PPGs. Patients' views would have to be collected but in what currently remains to be decided.

The HWB is largely responsible for setting the new Clinical Commissioning Group (CCG) priorities for expenditure and monitoring its performance.

### **5.0 Polish translator**

One of the doctors had asked if any of the PPG knew of anyone locally that the

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	surgery was able to approach to assist in translation of various kinds of health-related literature. Although there is an internet service that does this it is not always accurate. Polish patients attending the surgery normally bring an English speaking relative who is able to translate and in the absence of this a translator can be booked by the surgery for consultation purposes for non English speaking patients.	

## **6.0 Medical Mistakes**

GR thought it may be interesting to get patient's views on their experiences of 'medical mistakes' to see if it would highlight similar experiences that could be fed back to the doctors for rectification. It was decided not to take this forward at this stage but revisited at a later date.

## **7.0 AGM**

An AGM is now due as the last AGM was held last June. Dates would be circulated for an AGM to be held in July.

## **8.0 Any other Business**

**Prescriptions** The surgery is in the process of reviewing its protocols regarding prescriptions to try and improve the system wherever possible from both the patients and the surgery's perspective. AL encouraged the group to submit any suggestions as to how the process could be updated and improved. The 'out of hours' message was identified as being potentially problematic and AL would look into improving this.

**Patient Survey** – AL updated the group on the current position regarding moving premises. The results of the latest survey show overwhelmingly that patients thought a central location was most important. The surgery is seeking suitable premises to move to but none have been identified yet.

## **9.0 Date of Next Meeting – July 2013. Date to be agreed. 7.00pm**

**The meeting closed at 8.45pm**