

**Minutes of the AGM of
The Lonsdale Medical Centre Patient Participation Group
Held on 4 March 2015 at 7 pm**

Attendees

Graham Richards (Chair) "GR"
Dorota Debbache "DD"
Nicholas Fuller "NF"
Moira Millar "MM"

In attendance:

Ann Lee, Patient Services Manager "AL"

Apologies:

Clare MacAdie

1. Minutes of the previous meeting

The minutes of the AGM were approved.

2. Increasing Patient Involvement with the PPG

The topic of how to increase membership to the PPG was discussed. MM had prepared posters to put on the notice boards in the surgery waiting room and was going to highlight the PPG in the next newsletter. AL said she would get PPG information put onto the rolling screen in the waiting room. Other suggestions were to ask people we know, and to add some PPG information to the bottom of appointment slips

3. Future Public Meetings including AGM

AL mentioned the PPG Awareness Week which is to take place from 1-6 June. A discussion followed regarding what we should focus on including:

- Holding an event in the surgery car park during that week with some snacks and refreshments
- Ask Carers First to be involved
- Book sales/exchanges
- Fundraising for the PPG
- Raffle

NF suggested hosting a PPG event in conjunction with the Ambulance station or St John Ambulance. GR suggested a brainstorming meeting at his home in April to discuss PPG Awareness Week and said he would circulate an e-mail with suggested dates.

GR suggested our next talk should be about Carers with the emphasis on family members acting as carers. DD said that family members in this role don't necessarily like being called or labelled 'carers'. There then followed a discussion about possibly having a more informal meeting "Unpaid Carer".

The topic then turned to the viability of public talks. MM said she had broached this subject with

the Sue, the Chair of Kingswood PPG when they had spoken. Sue said that their talks are not always successful, that last one only attracting about 3-5 people. They discussed the possibility of collaborating with Kingswood for future talks. Sue said that she expected some opposition to that from the Kingswood GPs but said she would discuss it with them.

It was suggested that the next talk, if indeed we do arrange one, is held separately from the AGM.

4. Recent Information from the CCG

GR said that there is an overwhelming amount of information coming from the CCG via Ferne Haxby and asked what, realistically, a PPG Chair is meant to do with it all. He said he was no longer enjoying being Chair for many reasons including the excessive amount of information he receives, he doesn't have a car and needs to get to meetings, and he is not confident with social media.

MM said that it was unrealistic to expect that PPGs via the Chair could give the patient feedback the CCG required. How do we reach the patients for feedback in view of patient confidentiality?

It was suggested that GR propose two agenda items for the next PPG Chairs meeting: 1. How they reasonably expect PPGs to get the feedback required, and 2. Do they have suggestions regarding how to increase PPG membership.

5. NAPP Bulletin

No-one had anything to comment as apart from GR no-one had read it. GR asked that we all read it and feedback reactions.

6. Fundraising

AL told the meeting that the Christmas raffle organised by the surgery had raised £250 and that the PPG would have a say in how that money was spent. Suggestions included: a new stand to display the leaflets in the waiting room; decorating the waiting room; colour coding the message boards to attract more attention; getting more books for the surgery and GR suggested getting second hand bookshelves from the YMCA. Other suggestions included a bike rack for the parking area and a rack or stand to put pushchairs to avoid trying to bring them into the waiting room.

NF asked about the status of getting a computer for registering and AL said that for various practical reasons this initiative had died a death.

7. New Website

Al said that they were experiencing teething problems with the new website. DD mentioned that although activated, she was unable to log-in. NF said that the PPG Minutes were showing as oldest first and not newest. AL said that they will get that amended. She also said that getting prescriptions via the website would now be much quicker.

9. Date of Next Meeting

AL said she would talk to Leela about the next meeting which we could hopefully have in early May. There being no other business, the meeting adjourned at 20.10.