

**Minutes of the AGM of  
The Lonsdale Medical Centre Patient Participation Group  
Held on 13 May 2015 at 7 pm**

**Attendees**

Graham Richards (Chair) "GR"  
Clare MacAdie "CM"  
Kelly Harper "KH"  
Moira Millar "MM"  
Christopher Pennial "CP"

**In attendance:**

Ann Lee, Patient Services Manager "AL"  
Dr Bruno Capone "BC"

**Apologies:**

Dorota Debbache  
Nicholas Fuller

**1. Minutes of the previous meeting**

The minutes of the previous meeting were approved.

**2. PPG Awareness Week**

AL suggested that the PPG stand should be outside the door on the left by the hoardings. AL would help co-ordinate food for this and would see to printing leaflets listing the PPG achievements to date. KH offered to print the leaflets that MM had prepared about the PPG.

**General meeting**

The meeting strayed from the set agenda. MM said she had met with a member of the St Andrews surgery PPG who told her that they always have a one if not two GPs at their meetings and one of the receptionists. Fundraising was also discussed, and it was agreed that the PPG does need to raise funds and be responsible for the raffle.

At this point Bruno Capone (BC) joined the meeting. The aim and expectations of the PPG were discussed. GR said more and more feedback from PPGs via the PPG Chairs is expected by the CCG. BC said he thought the aim of the PPG should be more of an interface between the surgery and the PPG representing the patients.

BC said that his priority was the care of his patients and felt the PPG should not be involved with commissioning, data gathering or questionnaires from the CCG as this was time consuming. Therefore the contact between the PPG and the CCG could be minimal. He said that he is stepping down from his involvement in the CCG. The expectations of the CCG on GPs and on PPGs generally was discussed.

A discussion ensued regarding number of meetings our PPG should hold every year. It was decided that it was realistic to hold four meetings per year, with the dates to be set in advance so that everyone involved could have the dates in their diaries well in advance. Everyone present

agreed on the following dates for the next two meetings, Wednesday 9 September and Wednesday 9 December.

There were discussions about designing new leaflets for certain conditions and amending information on the surgery website. The surgery is flooded with very useful information and leaflets, but the issue was how to display them to make them accessible for patients. KH suggested the possibility of using social media to communicate information as there are so many leaflets.

BC said that getting the views of patients requested by the CCG would always be difficult and suggested that we find a way to get more information via the website.

Once again the subject of supporting carers came up. How do we help and how do we identify family member carers. Other subjects discussed were diabetes, offering help and guidance with weight control; dementia; other areas that the PPG could add value.

BC mentioned that all practices are becoming federated in Kent. He also wondered how we find a way to obtain the information that the CCG wants on certain topics like diabetes.

CM said our role is to pass on information to the surgery re problems and not to try to pass on this information ourselves.

AL told the meeting that she had spoken to Ferne Haxby regarding the volume of requests being passed to the PPG for their possible involvement and the possibility of setting up a dedicated 'CCG Health Matters' page on our website.

Fundraising for particular pieces of equipment for the surgery was mentioned and SM suggested the surgery prepare a prioritized list of small equipment for the PPG so that we can consider ways to publicize and fundraise. It was also suggested that it would be helpful if the receptionists give some feedback from their perspective at a future meeting with regards to problems and positive points as they are the first point of contact for patients.

### **Next Meetings**

The next meetings will be held at the surgery on:

Wednesday 9 September at 7pm

and

Wednesday 9 December at 7pm

**The meeting adjourned at 8pm**