

**Minutes of the AGM of  
The Lonsdale Medical Centre Patient Participation Group  
Held on 9 September 2015 at 7 pm**

**Attendees**

Nicholas Fuller "NF"

Clare MacAdie "CM"

Moira Millar "MM"

**In attendance:**

Ann Lee, Patient Services Manager "AL"

Dr Bruno Capone "BC"

Dr Chris Corney "CC"

**Apologies:**

Graham Richards (Chair)

Kelly Harper

**1. Minutes of the previous meeting**

The minutes of the previous meeting were approved.

**2. Report on Meeting of 8 September**

In GR's absence, AL gave a brief summary of the meeting she and GR had attended with other PPG Chairs and Practice Managers the day before. PPGs reported that they are confused about their roles and find that the expectations of the CCG appear to be unrealistic. There was consensus of this opinion at the meeting. The CCG tried to establish if there was 'an appetite' for PPGs about working with CCGs on health care issues and policies. Notes from the meeting will be circulated when received from the CCG.

**3. Fundraising**

CM asked why the PPG needed to fundraise. Traditionally the raffle has been organized in conjunction with the PPG which raised PPG awareness and the funds were put towards purchasing equipment that is not provided by NHS England and which benefit the patient. The flu clinics are well attended and give the opportunity to sell many tickets. AL asked if members would be present at the flu clinics to help sell the raffle tickets and to encourage patients to complete the 2015 survey.

**4. General PPG Business**

BC talked about patient input but how does it work? Is your voice heard? CC said that now that the PCT is disbanded, the CCG's expectation is to have more involvement from patients to try and bridge the gap of some of the expertise lost by disbanding the PCT. It was agreed that there has been a lot of information dispatched by the CCG and the matter of 'interested groups' was discussed as an option of how to get more involved with the CCG which should be open to all of Lonsdale's patients and not restricted to the PPG committee members.

BC said that what was more important to him and the doctors at the surgery was that the PPG concentrate primarily on local business and what improvements should be made to improve the surgery, rather than get involved too deeply with the CCG

BC said it would be helpful to find out how we go about getting patient feedback and information regarding patient care and what to change in the surgery.

## **5. Any Other Business**

**Talks** - It was agreed that as things stand the talks are not achieving enough interest despite our best efforts to encourage attendance. Other surgeries are having the same problem as us and it was suggested that any future talks should be held in conjunction with other surgeries.

**Support Groups** - The meeting then discussed support groups, in particular diabetes and cancer and how to identify these groups. The suggestion of a surgery group was discussed for hard to reach patients such as 'carers' and whether patients would benefit from such groups.

**Repeat Dispensing Letter** – NF said he had received a letter from the surgery regarding repeat dispensing, which he found confusing as he felt the wording of the letter was confusing. BC gave an explanation of repeat dispensing. In conclusion after discussion it was agreed that such letters could be run past PPG members to avoid other patients being confused. This was agreed.

**Questionnaire** – AL distributed a questionnaire that the surgery will be carrying out. The group discussed the questionnaire and made some changes to make it a little clearer and more concise. As it is often difficult to get patients to fill in questionnaires, the group was asked for assistance to distribute them during the flu clinics and hopefully increase the number of questionnaires completed.

## **6. Date of Next Meeting**

Although the date for the next meeting had been set at the previous meeting as 9 December, AL said that this date would not work after all. A discussion ensued and a tentative date of 8 December was decided upon but this revised date would be circulated to see if it was acceptable to everyone, including those not present at the meeting.

**The meeting adjourned at 8pm.**