

Minutes PPG Meeting – 13.03.2017

Present: Atiya Alam-Jones (Practice Manager), Dr Lowrie (GP), Sarah Judson, Tessa Parkin, Patricia Vincent, Angela Woodworth, Sarah O'Connell (Medical Secretary)

Apologies: Michael Hemmerdinger, Dawn Riley (Deputy Manager), Jayne Muspratt, Alistair Tranter, Andrew Paterson, Jane Ashworth

Introduction: Atiya thanked everyone for coming.

Noted Chair, Greta was absent, no apologies received, so unsure why didn't attend.

Minutes from meeting of 09.01.2017 approved.

Actions from the previous meeting 9.1.2017 all completed;

PPG Committee Group – Health Awareness Campaigns for 2017 ongoing.

Re-Election of PPG Chair

There were 4 applicants for the PPG Chairperson. Greta, Sarah Judson, Patricia Vincent & Andrew Paterson. Greta was absent from the meeting, but the group thanked her for her time, effort and contribution to the group over the last year. Greta has done a fantastic job.

Patricia Vincent felt she wanted to stand for the Chair as she wasn't sure on the direction the PPG was taking and had lost confidence in the group. Patricia hadn't previously liked the phone calls at home and conversations, would rather things were brought to the group together in meetings. Patricia wondered about the PPG plans, commitment and how far the group could go. Patricia felt the younger generation weren't interested and wasn't sure how best to engage them, feeling they want the service, but don't want to put the effort in to do the background work.

Sarah Judson had a lot of the same feelings as Patricia on the direction of the group and how things were being done. Sarah was happy to stand for the chair position. Sarah is not from a medical background, but felt this wasn't too important as more about patient side of things. Sarah has been a chair for many other groups, mostly in schools. Again felt that younger people were needed, but wasn't sure how to engage them, other than perhaps earlier meetings, after school drop off time?

Andrew Paterson had to send his apologies for the meeting, but he had sent in his CV. All attendees read the CV and were impressed by this.

Atiya explained that the position of Chair is not only for the PPG meetings in the practice, but to attend CCG meetings to represent our practice group and now the practice has joined the National PPG – NAPP – to represent us there too.

ACTION - AAJ to circulate information/dates for the NAPP meetings.

Tessa proposed Andrew Paterson as Chair. All members present unanimously in favour of Andrew Paterson to be elected as Chair for the PPG. Patricia, Sarah & Tessa all offered to attend CCG/NAPP meetings if Andrew wasn't able to, as they were aware he works too. They were impressed by his CV and enthusiasm and hoped he would move the group forwards. The possibility of a Vice Chair was discussed, but decided not required at present, but as above members were happy to help Andrew where needed.

ACTION - AAJ to inform the group and Andrew of this appointment.

PPG Committee Group Update – Greta

Atiya presented this as Greta was absent

Annual General Meeting

The book table that has been running from June 2016 raised a grand total of £169.11 until 31.12.2016, the November Hamper raised £48.00 and the Christmas Hamper £20.00. With all this included the total funds raised for 2016 was £830.32 which will go towards purchasing a second 24 Hour Blood Pressure Monitor for the Practice.

Plan for 2017 Fundraising

The plan for 2017 is to carry on with our fundraising to purchase Children's furniture for the waiting area. We have kicked this off with a 'Luxury Pamper Hamper' in January 2017 which raised £29.00. An Easter Hamper is being created and tickets for this will go on sale from 26th March 2017.

Also a Macmillan Day will be held on Thursday 16th March 2017 with volunteers from Macmillan, and staff are having a 'Dress Down Day' too in aid of 'Marie Curie'.

ACTION - AAJ to confirm dates and remind Sarah Judson too.

At the next PPG meeting a speaker from MacMillan's joint venture with Brio Leisure will come in to talk to the PPG regarding the walks/wellbeing groups they are offering to patients and those affected by cancer. They will be looking for volunteers to train to help on these walks. They are also thinking about a drop in session in the Fountains Building once every fortnight – perhaps the PPG could become involved with this?

Patient Surveys 2016/17

Atiya discussed with the group how positive the patient surveys were and that we had had an increase on the main 3 questions which were asked to patients from last year. Very positive and shows that measures taken to improve these areas have worked. The PPG were pleased by this.

AOB

Wobbly meeting room tables – **Action** - SOC Sarah O'Connell to report to Eric Wright (DONE 13/3/17)

Scott Ohnoutka – Tessa wanted to give some positive feedback that she had received from other patients of the practice regarding Scott. They said he was always so very helpful and friendly.

New Staff – Atiya informed the group that we have taken on 2 apprentices – Liam and Kyria and a new member of our Medical Administration Team – Dee.

DNAs – Sarah Judson had noticed the DNAs on our newsletter. She wondered if this should be clearer, right across the top of the newsletter and perhaps something large behind the reception/top of the stairs/on the wall in the waiting room so that patient's cannot miss this. Perhaps adding the time/costing this has accumulated for the month would also be useful. Atiya and Dr Lowrie explained how our systems logs the DNAs and that it flags a note on the record for the clinician to raise this with the patient if more than 3 DNAs. This was felt to be more effective & less costly than writing to the patients – this issue had previously been discussed in the PPG and agreed.

ACTION - DR to devise something to really raise awareness to patients.

FUNDING OPPORTUNITY – Patricia had emailed DR regarding Sanctuary Chester & District Council, who have funding available for health projects. These could range from clinician time in the surgery – e.g. for obesity clinics, or for use of the community room at Francis Street for wellbeing/awareness sessions. Francis Street Community room has a small kitchen area and toilet facilities. It was decided this should be one of the first items for our new Chair to look into. The practice will also have a think about what could be useful. A rep from Sanctuary could be arranged through Patricia.

ACTION - AAJ for practice meeting agenda.

E-Consult

Atiya discussed the new E-Consult system that we are going to be rolling out as a practice from April 2017. This is for non-urgent emergency problems which a patient needs advice about. They can email in or use their patient access to go through a triage process, which will signpost them to the most appropriate place, using the symptoms the patient adds, i.e. pharmacy or 111, or finally through to the practice. This has been trialled at Northgate Medical Centre, and has had very good feedback. Northgate Village and Fountains Medical Practice will all also begin this in April. The Practices will be holding workshops for patients to show them how to use this new system and also workshops on patient access too, to raise awareness of this. The PPG can be involved with this.

Action - AAJ to email the PPG with more information nearer the time.

Praise for the Countess of Chester Hospital

Patricia Vincent had praise for the Countess as she had been for a pre-op assessment and felt their path finding around the hospital was much improved, as was the pre-op assessment service, very efficient.

Action - AAJ to pass this feedback on to hospital.

Appointment of New Chair

Welcome wishes to be passed to Andrew. All offered to help Andrew as required.

Future projects/ideas for him:

Core group meetings – it was felt that these are not necessary on a monthly basis and to have a Core Group Meeting a week prior to the PPG quarterly meeting to collate ideas. It was felt the email between the Core Group was effective? Would the younger generation engage more by email than by meeting? Atiya said the “Virtual PPG” group wasn’t very popular with few members and an idea to maybe approach Chester Student Union.

Funding through Sanctuary – feedback to Patricia.

Let Andrew settle in to his new position and see what ideas he has.

AOB

Next meeting to be confirmed by email by Atiya – needs to be a date that Andrew Paterson can attend.

Action - AAJ

Once again, all members thanked Greta for her hard work and time as the Chair.

PPG Meetings scheduled for 2017/2018:

PPG MEETINGS SCHEDULED FOR 2017/2018

Monday 12th June 2017 @ 4.00pm
Monday 11th September 2017 @ 4.00pm
Monday 15th January 2018 @ 4.00pm

This will also be displayed in the surgery and our website.