

PATIENT PARTICIPATION GROUP

DR HARBIDGE & PARTNERS KIDSGROVE



Wednesday 26th APRIL 2017 6.00PM

Present: Patricia Russell (Practice Manager) (PR)
Steph Cartledge (Practice Matron Dr Harbidge & Partners Kidsgrove) (SC)
Mags Swindles (Clinical Nursing Assistant) (MS)
Mr Kevin Phillips (Patient Representative) (KP)
Mr Ronald Fletcher-Jones (Patient Representative) (RFJ)
Mr David Hambidge (Patient Representative) (DH)
Mr Hazel Hambidge (Patient Representative) (HH)
Mr Nigel Bayley (Patient Representative) (NB)
Mr Geoffrey Williams (Patient Representative) (GW)

Apologies: No apologies **MEETING STARTED 6.00PM**

This was the third meeting of the Patient Participation Group (PPG) for Dr Harbidge & Partners. Whilst the new PPG is in its infancy it is acknowledged that the arrangements now need to become more formal. KP volunteered to stand as Chairman for the time being with everyone's agreement; a secretary also needs to be elected which will be discussed by the PPG at the next meeting. There was a general introduction and SC advised that in the future a representative from the practice would be available for part of the meeting in order that the PPG can develop further with practice members being available for updates/queries/information but the meeting to be led by the 'Patients'.

The minutes from the previous meeting (February 2017) were agreed as a true representation of the meeting.

- KP discussed the newsletter, SC advised that a large number of copies had been printed off and all of them had been taken by patients. It was generally felt that the newsletter should be 1 page (2 sided) and should continue to promote the PPG and also given practice information about DNA rates etc. The newsletter could also be used to promote relevant themes such as 'Carer Week' or 'Dementia Week'. There was further discussion around appointments and the pressures that all the surgery staff are under but especially the reception staff who try hard to accommodate so many demands. Examples were given whereby patients have been given 'Urgent' appointments when not requested and then the GP had queried why this was considered urgent. SC agreed to feed this back to reception

and GP. The opening times of the surgery will also be highlighted in the PPG newsletter. Thursday afternoon opening was discussed; this is currently on hold and will remain closed at the moment as the demand for appointments is greater at other times, this will be reviewed again in September and then information updated accordingly.

- There was further discussion around electronic prescribing and various local pharmacies. It was agreed to invite a local pharmacist along to one of the meetings of the PPG to clarify concerns around electronic prescribing and also give an overview of what they are able to offer it was agreed that this could be shared in the PPG Newsletter. This meeting will be arranged for a future meeting once the PPG is more established.
- SC has no further information at this time about the MCP (Multispecialty Community Provider) but is due to attend a meeting in Audley at the end of May and will feedback at the next PPG any further developments.
- It was noted about the excellent attendance today for the meeting, further recruitment will continue as patients are not always able to attend every meeting. SC will feedback following this meeting to the patients who have previously been invited and let them know the date of the next meeting. Members present today felt that this time (6pm) worked well for most people and therefore the next meeting is now on WEDNESDAY 21st JUNE 6PM at the Surgery. Members present agreed to share email addresses within the group and RFJ agreed to share his contact telephone number.
- The surgery PPG has joined the PPG National Association. KP is working on the PPG website and has set up an email address/password for the group; MS will photocopy NAPP access + Confidentiality agreement information and bring to next meeting. The certificate for membership will be laminated and put up on the PPG notice board which is now available in the surgery waiting room.
- The 'Cancellation phone line' should be operational in the next couple of weeks. Currently texts cannot be sent if an appointment is missed as this is an extra cost. PR will provide KP with details of DNA's for March and April for the next newsletter.
- The PPG agreed to participate in the surgery for 'Dementia Week 2017' which is 15th – 21st May 2017. SC is on holiday but will forward KP's details to the practice CPN (Rachel Massey) to become involved should there be any plans to support this. SC is organising a 'Cupcake Day' for the Alzheimer's Society on Thursday 15th June and requested if any of the PPG could be available to support this – cakes will be sold for donations at the front of the surgery (supplied by staff) this could perhaps be combined with National Carers Week (this is the following week).
- SC will update the PPG folder which is available in the reception area including minutes, agendas, articles for any patients visiting the surgery to read whilst waiting.

PLAN:

- SC to write up brief minutes and KP has kindly agreed to write up the PPG newsletter.
- SC to further discuss Facebook page and Practice Website with Dr Bhaskar.

NEXT MEETING PLAN:

1. ELECT SECRETARY
2. DRAW UP PPG CONSTITUTION/ ALL PPG MEMBERS TO SIGN CONFIDENTIALITY AGREEMENT
3. DETERMINE TIMING/VENUE/DATES OF FUTURE MEETINGS
4. QUORUM

MEETING ENDED 7.00 PM

NEXT MEETING WEDNESDAY 21ST JUNE 6.00PM – 7.30PM