

PATIENT PARTICIPATION GROUP

DR HARBIDGE & PARTNERS KIDSGROVE



THURSDAY 15TH DECEMBER 2016 1.00PM

Present: Patricia Russell (Practice Manager)
Steph Cartledge (Practice Matron Dr Harbidge & Partners Kidsgrove)
Mr Kevin Phillips (Patient Representative)
Mr Ronald Fletcher-Jones (Patient Representative)

Apologies:

This was the first meeting of the Patient Participation Group (PPG) for Dr Harbidge & Partners. There was a general discussion around the roles of everyone present and the expectations of the PPG meeting

We decided that the PPG would be useful for all involved and that the overall purpose of the group is:

- To meet Bi-monthly encouraging further new members in the meantime.
- Identify current challenges in practice and work towards finding solutions.
- Network with wider community including other local PPG's.
- Network with other key professionals including local pharmacy and community groups.
- Address any key relevant issues.

Members present consented to have minutes shared with other prospective members and also Steph to devise 'PPG Newsletter' for distribution in the reception area and possibly other places including the local pharmacies. The newsletter could also be used to highlight current issues within practice to demonstrate the PPG awareness of problems e.g appointment availability.

There was a 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. The group felt it would be useful to review if any other PPG's in the local area had specifically looked at access to the

surgery appointments and any work that had already been carried out. The PPG Newsletter could be used to highlight other services available including use of the pharmacist for minor ailments and self-care advice. It was felt that it would be beneficial to invite a local pharmacist along to one of the meetings of the PPG to give an overview of what they are able to offer and the outcome of this could be shared in the PPG Newsletter. There was also a discussion around the availability of a Directory of Services – Steph will make further enquiries from the MCP to gain further information about how this work is progressing.

There was also a discussion around DNA (did not attend) appointments, both Ron and Kevin were surprised at the number of patients who DNA'd appointments and discussed whether more could be done about these wasted appointments. Pat advised of the current process.

Both Kevin and Ron were given the opportunity to read and sign the 'Patient Participation Group Code of Conduct' agreement and this will be kept in the PPG folder in Pat's room. Any future members will also be required to sign this agreement.

PLAN:

- Steph to write up brief minutes and Newsletter – Kevin has kindly agreed to give support with this and therefore Steph will do the initial Newsletter and then support Kevin for all future newsletters.
- Pat to contact the Church Link to organise an article about the surgery including the PPG and current services available and also current issues.
- Kevin to get contact details for Kidsgrove Free Newsletter for article if possible to be published, article to be written as group – to be discussed at next meeting.
- Kevin to contact the locality PPG group (representing several surgeries) with a view to attending their next meeting.
- Steph to contact local pharmacy to request attendance at meeting in the future and purpose of group/meeting.
- Steph to contact Talke (Dr Unyolo) PPG to request member to attend our PPG meeting for further support/guidance.
- Pat to make contact with members who have sent apologies, send out minutes and pursue other interested patients.
- Steph to contact the MCP to determine the progress of the local services directory.
- Steph to update Facebook page and Practice Website.

- **NEXT MEETING THURSDAY 23RD FEBRUARY 1.30 – 3.00 PM**

OTHER FUTURE MEETINGS PROPOSED:

Bi-monthly or Quarterly to be determined at next meeting.