

PATIENT PARTICIPATION GROUP

DR HARBIDGE AND PARTNERS

Meeting Minutes

Wednesday 6th December 2017 (Sandyford Fire Station)

Present: Kevin Phillips (PPG Chairman) (KP)
Steph Cartledge (Practice matron) (SC)
Nigel Bayley (PPG Patient Representative) (NB)
Pat Oakes (PPG Patient Representative) (PO)
Gillian Rhodes (PPG Patient Representative) (GR)
Norma Mandley (PPG Patient Representative) (NM)
Hannah John (National Development Officer for "Contact the Elderly") (HJ)

Apologies: Rose Scahill (PPG secretary) (RS)
Barbara Whalley (PPG Patient Representative) (BW)
Ronald Fletcher-Jones (PPG Patient Representative) (RFJ)
Geoff Williams (PPG Patient Representative) (GW)
Maureen Vardon (PPG Patient Representative) (MV)
John Vardon (PPG Patient Representative) (JV)
Mags Swindles (Clinical Nursing Assistant) (MS)

This was the seventh meeting of the Patient Participation Group (PPG) for Dr Harbidge & Partners

KP introduced the guest speaker, **Hannah John**, National Development Officer for the **Contact the Elderly (CTE)** charity, who had travelled from London to make the presentation about the CTE and its work with the elderly.

HJ explained that the charity, which has been active for 52 years organising tea parties for older lonely men and women, were now working with GP's and PPG's to reach more elderly people and invite them to regular tea parties. The charity has found that the tea parties had lots of benefits for the elderly attending.

The charity has funds to assist with most of the costs such as invites, postage, posters and taxis when required. SC felt that it was a great opportunity to reach the elderly who did not normally attend the surgery. The PPG could assist by promoting the tea parties and recruiting volunteers to assist either with transport or at the party. At least one volunteer needs to be DBS checked which CTS will arrange.

The parties would be for a minimum of 10 up to 35 people who were age 65 or older. The only cost to the surgery would be for the cake and beverages.

HJ suggested that a community group could take on responsibility for the tea parties once they had been established.

SC offered to discuss the opportunity with Dr Harbidge and report back to the PPG and HJ. HJ left the meeting to travel back.

The minutes of the last meeting were agreed with the following comments.

Newsletter – SC felt that the 2 page format was working and patients were taking copies left in the surgery. KP thought that the DNA information could be presented in a more effective manner if the number of cancellations were shown as percentages of the appointments booked. There would be fluctuation still on months where there was a surge in appointments. E.g. flu jabs etc.

Dementia Friendly - Although the dementia friendly initiative has begun at the surgery Sister Rachel Massey (RM) was no longer driving the initiative. KP suggested that the PPG could contact Approach for advice on extending the dementia friendly action to the community in partnership with local businesses and community groups. This would benefit dementia patients outside of the surgery and reduce stress on carers. KP offered to contact Will Boyce of Approach.

Pharmacists – SC reported that the practice would be recruiting a part time pharmacist to assist with medication reviews.

JV had contacted KP prior to the meeting to express his concern about the performance of the onsite pharmacy. The pharmacy appears to have had a large turnover in staff and may have experienced some stock shortages. Dr Harbidge is aware of patients concerns.

Nurse Practitioner appointed – Dominique has recently been appointed as a Nurse Practitioner for the practice. Dominique is experienced and excited to be working in the surgery.

AGM – A date for a PPG Annual General Meeting needs to be agreed.

Meeting dates - The following are the dates agreed so far for 2018 meetings - Wednesday 18/04/18, Wednesday 13/06/18 and Wednesday 15/08/18. Venues are to be confirmed.

Please Note:

Next Meeting: Wednesday 14th February 2018 6.00pm – 7.30pm at Kidsgrove Fire Station (Community Room)