

Woosehill Patient Participation Group

Minutes of the Meeting held on 31st July 2017

Present: KC, RS, PP, PE, MM, JB, CA, MT, SB, SH, Dr Anand joined us for part of the meeting.

Apologies: KG, GS

1. The Minutes were accepted

2. Philip Cook did not get the information & so was absent, to be invited to our next meeting.

3. Matters Arising

- A brief discussion on the Survey took place. CA very pleased with our overall results & brought a newspaper with a front page article which discussed the best & worst Practices in the area. As a result of our good press, it was felt that we would be inundated by requests to join our practice, as we cannot close our books this will have a knock-on effect. Something will be in the newsletter about this.
- Again about the survey - because of the way the sample is chosen it does not really give a comprehensive view of the practice. It was suggested that we go onto NHS Choices website in order to give feedback to the Practice and wider community. There was a further suggestion that we write to John Redwood
- MG stood down giving personal reasons (which meant that she felt she couldn't cope with any more responsibility) CA/SH to organise the recruitment of a new member (website etc)
- JB was welcomed into the group
- CCTV is on hold at present - there are other priorities but it was felt that by Winter we should be thinking again. The door is now locked at 6pm & patients need to ring the bell, giving a little more security to the evening when there are not many patients or staff around.
- The fact that now patients were asked for reason for visit was discussed and very few patients objected to this.
- The board with the photographs is nearly ready, just a few more to take. It was discussed as to where this would go - the suggestion which was felt to be best was to put it up in the entrance (near the board with the doctors' names) so that it could be seen as patients entered. The specialism will not be displayed as these are specific interests of the staff rather than higher qualifications and they do not wish to be thought of as specialist (consultants).
- PP attended the area meeting in place of MG
- Newsletter was again circulated (with changes - updated) and it is hoped to get it out as soon as the website is running properly.

- Names, addresses of the group have been circulated. It is assumed that they are correct as no-one complained. Still heard nothing from JS, KC to contact as we will have to assume he has left us (3 meetings not attended with no apology)
 - The confidentiality agreement was not discussed.
4. MM & PP gave a brief report on the area PPG. There were several speakers at the meeting & so the whole agenda was not followed. The speakers talked about the 'new' IT system, it is hoped will be in all 13 practices in the near future ('football'), part of the reason for this is that IT systems do not always talk to one another. The other area was the alliance between the 13 practices, which will mean sharing of some staff with between practices - consultant therapists eg physiotherapists, who will have (with the patient's permission) access to all their records, thus enabling patients to have active ownership of their condition. Obviously, when the minutes are sent out they will be circulated to the group.
 5. It was felt that we didn't need to start from scratch to develop our terms of reference as we had the old ones available to amend. It was felt that we needed to recruit younger members to be able to represent the whole of the patients. It was felt that the Flu Clinics would be a good place to recruit. (see more in AOB)
 6. Flu Clinics will be as follows:
Adults 30th September, 7th & 14th October & children 4th November, the times of these will be 9-12:30. It was felt that we should help where possible, for this we would need to wear badges RS, MM & JB do not have one (CA to source). MM to work out a rota & send to SB through CA.
As we have a good relationship with Morrisons Pharmacy it was felt that we should invite them to a meeting, CA to organise & invite.
We are heading towards 7 day opening (although this might be at a different location)
There was some discussion about the roles of Community Matrons & Navigators, these are similar but have slightly different roles - the Navigator works outside the confines of the medical system as well as in this.
 7. The next meeting will be 6th November at 13:00 hrs

cc: CA, KG, KC, RS, MT, PP, PE, JS, JB & MM

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Agenda for the Meeting on 31st July 2017

1. Minutes
2. Community Navigator Scheme
(Visits to isolated members of the community) Philip Cook **TBC**
3. Matters Arising (terms of reference below)
4. Election of Officers
5. Report from Area PPG
6. AOB
7. Date of Next Meeting