

PPG Meeting - Wednesday 6th Dec 2016

@ Arden Medical Centre

1. Apologies

Apologies –Dr Nom Ullah , Dr Sue Houghton, Dr Jane Holt & Carole Ebbutt

Present: Dr Clare Bailey (CLB), Becci Young (BY), Richard Birkin (RB), Ibrahim Shefik (IS), Glennis Portsmouth (GP), Peter Turle (PT), Carol Linfield (CL).

We welcomed Carol who has come along to the PPG meeting for the first time. We all did a brief introduction of who we all are!

2. Minutes:

- a. **PPG Areas Combining – Birmingham & Solihull.** The PPG groups of Birmingham & Solihull will be combining in April 2017. Birmingham has more GP practices than Solihull. Impact at this stage is not known but will need to be monitored.
- b. **TV Screen.** Contract ends in October 2018, BY has written to sponsor around changes required but they have not been responsive therefore written notice has been given. Screen switched off as NHS information not being displayed as per the agreement (just local adverts). **Action 1** - Options away from sponsorship to be reviewed [All] **Action 2** - review commercial agreement for any tie down clause [IS]
- c. **Flu Saturday.**
 1. In total 870 vaccine's administered.
 2. Patient surveys completed 227 up 40 on last year [188].
 3. Patient survey forms – suggested improvements – add lines across page to allow easier identification and make tick boxes bigger. **Action 3** - BY to make changes as necessary.
 4. Input of Patient survey forms into Survey monkey – **Action 4** - RB to assist.
- d. **PPG Newsletter** – Following areas to be included:
 1. Article on Breast screening – HJ
 2. New FY2 [Dr Sarah McCabe]
 3. Staffing Changes.
 4. New Health care assistant [HCA], Ann Dunn retiring, new HCA Lisa Lilly, will bring with her new appointment times.

5. CCG combining.
6. Clarification around vaccinations surgery can & cannot offer.

Action 5 – BY to coordinate articles

- e. **Use of Text messaging** – Dorridge surgery have used text messaging successfully to recruit PPG members with a success rate of 15 replies. BY suggested that we should consider something similar alongside our current use of appointment reminders. It was agreed that we should consider this form of recruitment with the caveat we would limit the number of times this could be sent out. **Action 6** – Draft to be sent out for agreement – BY.
- f. **Skype Pilot tests** – RB, PT & GP have all kindly offered their services to trial out pilot service. If successful service will only be offered within UK due to indemnity issues.
- g. **Treasury Report** – £100 in kitty, Flu Saturday raised £227.30. Grand Total £327.54. New Blood pressure monitor to be procured at a cost of £100 / 150.

AOB

- 1) **Next Meeting** – Tue Mar 14th – 7:45 Surgery

Not discussed but to be kept on agenda:

Article – Do PPG make a difference – GP sent in an article from a medical journal that challenged the effectiveness of PPG groups. It was felt that it was entirely right to challenge and that we needed to counter such thoughts by showing all the good work that is achieved much of it voluntary. **Keep on Agenda for discussion**