

PPG Meeting Minutes 21.9.16

Present: Dr Jane Holt (HJ), Richard Birkin (RB), Peter Turle (PT), Simon Johnson (SJ) & Becci Young (BY)

Apologies: Dr Houghton, Dr Bailey & Dr Ullah & Glennis Portsmouth. C Ebbutt & F Andrews (potential new PPG members)

F Andrews has decided not to become part of the PPG at the current time

C Ebbutt is away but hopes to attend the next meeting

Minutes of previous meeting and matters arising

1. Newsletter link to Area PPG meeting – on September draft newsletter & surgery website
2. PPG Area Meetings. No one attended last meeting. Next meeting 29th September. No one able to attend so BY will send our apologies. **Since meeting SJ advised BY that he can & will attend PPG Area meeting on 29.09.16**

SJ advise someone should attend meeting in November as it will be the PPG Area Meeting AGM (24.11.16)
3. TV screen – Glennis had raised concerns re the TV screen. How informative is it / does it display what we want / need? Currently switched off as there is a fault & BY has reported to Company (CN Network) that we were unhappy re some of the content / layout. PPG ask that we investigate what are contractual requirements are (to the Company that provides the screen) & content. Maybe an opportunity to change providers – **BY to look into**
3. PPG constitution on website - **Done**

PPG Newsletter

BY had already circulated a draft copy to PPG & RB working on the final copy. Aim to print off in next couple of weeks.

Flu Saturday (1st October)

Attendees

- From practice – Dr Houghton, Ullah, Bailey & Asante. Becci & Caroline & Sally (reception)
- From PPG – Dick, Shef, Simon, Peter, Glennis (from 10am) & Shirley (retired PPG member).
Shirley happy to do refreshments. Remainder of PPG to rotate on raffle / engaging with patients / patient survey
- Linda from Solihull Carers & Suzanne from Solihull Better Living Centre

Flu Saturday plan

- Time – 9am – 12.30pm but practice will be open from 8.30am
- Flu vaccines, pneumococcal & shingles vaccines
- Raffle
- PPG patient survey
- PPG patient engagement – what PPG do / commitment / recruiting new members
- Refreshments
- New GP Partner may be in attendance but TBC

Raffle

- Prizes required – please drop into surgery before Sat 1st
- Funds raised would go towards equipment. Practice had suggested a new auroscope (for new FY2 Doctors we are now training) but Glennis Portsmouth has kindly donated her husband's auroscope (& some other pieces of equipment). HJ asked PPG if they would contribute towards an aneroid sphygmomanometer. This is a manual type of BP monitor used to measure blood pressure, composed of an inflatable cuff to collapse and then release the artery under the cuff in a controlled manner & used in conjunction with a stethoscope. **PPG members happy with this option**

Patient Survey

- BY amended survey (as per PPG / practice suggestions). GPs happy to sign off. **PPG to inform BY of any changes by Tues 27th Sept.**
- Peter mentioned 'access to medical records' . Could we ask this question but as this service only became 'live 'in April 2016, we think it may be best to promote the service this year & then ask in survey next year.

Other

- PPG name badges – Draft copy shown to PPG. Need to make some changes (increase font size) – **BY to amend**
- PPG asked for PPG posters to be displayed at Flu Saturday - **BY**

Treasurers Report

No funds spent. Balance £100.24.

National GP Survey Results

- These were circulated to PPG in July & RB asked for this to be an agenda item. Concerns over some of the comments / results. Scored highly in most areas but low against some neighbouring practices, which PPG find surprising (especially following our CQC 'outstanding' rating).
- Full report at <https://gp-patient.co.uk/>. RB has paper copy
- This is a national survey sent out to random patients who may not have even visited the surgery in recent times. Unable to influence the results & very much IT based (i.e. results collated & reported on by an IT system). This is why we continue to do our own annual patient survey as we can target those patients who actually use our services on a regular basis.

Virtual PPG involvement

- BY thinks we have approx. 8 patients on virtual PPG (checked after meeting & we have **ten** members). Contact them periodically for feedback on patient survey / leaflets / new services etc. Approx. 50% of members do respond. PPG happy with this process. No changes for now.
- BY always asks retired PPG members to be on the virtual PPG

PPG Membership

- Discuss ways to improve membership (& diversity of the group)
- Ideally need some younger members. Have done displays / promotions in the past but not had a positive response. Do patients think it is a big commitment?
- PPG to try & engage with patients on 'Flu Saturday' to try & raise PPG awareness & membership.

- Another local surgery has used text messaging to invite potential members. PPG would like to try this for the younger age group (18 – 25yrs) initially. Could include a web link to our PPG page on Arden website. **BY to work on a draft text message & then seek GP & PPG approval.**
- How many patient mobile numbers do we have? **BY to check**
- **PPG to encourage patients (on Flu Saturday) to make sure we have their up to date mobile number.**
- Discuss use of Parish Magazine but have done this before & it may just target the 'older' age group.

Training Practice update

- FY2 Doctor (Dr Asante) started in August & with us until December. Positive feedback so far.
- Next FY2 due in December
- Still waiting on update from NHS Property Services on providing us with more clinical space

Next Meeting Tues 6th December at 7.45pm.