

Meeting Minutes

MEETING TITLE:	Patient Participation Group Meeting	VENUE:	Ecclesall Medical Centre
DATE:	Friday 8 th February 2019	TIME:	12.30pm to 1.15pm
MINUTES PRODUCED BY:			

ATTENDEES:

Name	
Sarah Askham (Chair)	PPG Member
Gill Kirby	Practice Manager
William Beckett	PPG Member
Lesley France	PPG Member
Jackie Hanson	PPG Member
Margaret Langrish	PPG Member
Apologies	

MINUTES AND ACTIONS

Minutes		Action
1.	<p>Matters Arising from last meeting (2.11.18)</p> <p>GK previously emailed an update re the following:</p> <ul style="list-style-type: none"> ● Children in Need We raised £150 for Children in Need from the sale of books and DVDs donated by the group, more than previously raised through the sale of cakes and buns. ● Premises Bid We are still awaiting confirmation from NHS England as to whether our bid has been successful. We are, however, still progressing with the architect drawings and he has submitted a building application to the council for both a one and two storey conversion, although the GPs are still undecided as to whether to go for the 2 storey. ● Assisting our elderly and vulnerable patients - following discussion with the GPs. Unfortunately we have hit a brick wall with this due to data protection issues, patient confidentiality, PPG members and patient safety/insurance, DBS checks etc etc. However, Dr Coombes mentioned there is a local befriending service that people can contact if this is something they are keen to pursue and also the local library has regular coffee mornings where patients in the area can meet and make new friends. The GPs will refer vulnerable patients to our Community Support Worker who have up to date information of groups in the local area for patients to access. 	

- **Aims and Objectives of the PPG Meeting**

GK forgot to do this, but promises to do imminently

2. Esta and Grahams resignation

Esta's reasons:- Thoughts and efforts of PPG not taken seriously by the GPs
Group not representative of the demographics of the practice
Manner of the meeting uncomfortable

Grahams reasons:- Prefers a GP in attendance
Unable to comment on Upperthorpe services
Prefers to communicate via email only

Following discussion the group unanimously agreed to disallow Graham's request to be an email member, and that to be a member of the group one has to be a regular attender of the quarterly meetings.

3. Alternate Chair

All agreed that Sarah is doing a very good job as Chair of the group and manages well in keeping the meeting moving and in control. Agreed not necessary to alternate the Chair person.

4. Aims and Objectives of the Group

As above – GK to do

5. Staff Changes

GK reported that the Partners have recruited a new female salaried GP – Dr Victoria Lyons. She is starting with the practice mid April and will be working 5 sessions between the 2 sites.

The practice has also recruited 2 new experienced practice nurses working a total of 41 hours. Kathy and Sandra.

6. Patient complaints procedure

WB queried how patients voice their opinions and dissatisfaction with any aspect of the services that we provide as a practice. GK/SA pointed out the "Friends and Family" test where patients can score the practice and include any comments they wish to make. The group also suggested a "suggestion box" or a "praise or grumble" box, which will allow patients to pass comment and make suggestions, positive and negative. The practice has done this before and received very little by way of constructive feedback. Agreed to trial again and collate comments for group discussion at the next meeting.

7.	<p>Premises Update</p> <p>Nothing to report – very slow process.</p>	
8.	<p>Any other Business</p> <p>Practice News JH commented that practice news and important information placed on the tables in the waiting area is not being read by patients. She suggested having a dedicated holder in a prominent place which will draw patients' attention to take a copy. All agreed this is a good idea. GK to implement.</p> <p>Premises Planning LF volunteered that she knows someone in the planning department, should the Practice require assistance in expediting the process.</p> <p>Patient registration raised by WB. GK confirmed that a patient can be registered with any GP and can see any GP at the practice. It is inconsequential if family members are registered with a different GP within the practice.</p>	
9.	<p>Date of next Meeting</p> <p>Friday 10th May 2019 12.30pm Ecclesall MC</p>	