

## Meeting Minutes

<b>MEETING TITLE:</b>	Patient Participation Group	<b>VENUE:</b>	Upperthorpe Medical Centre
<b>DATE:</b>	2 <sup>nd</sup> November 2018	<b>TIME:</b>	12.30pm to 1.45pm
<b>MINUTES PRODUCED BY:</b>	Gill Kirby and Sarah Askham		

### ATTENDEES:

Name	
Sarah Askham (Chair)	PPG Member
Gill Kirby	Practice Manager
William Beckett	PPG Member
Esta Lewis	PPG Member
Jackie Hanson	PPG Member
Graham Estop	PPG Member
Margaret Langrish	PPG Member
Lesley France	PPG Member
<b>Apologies</b>	

## MINUTES AND ACTIONS

	Minutes	Action
1.	<p><b>Apologies</b></p> <p>No apologies</p>	
2.	<p><b>PPG Member contact numbers</b></p> <p>All agreed it would be useful to share contact numbers with each other in case of emergencies, car sharing, last minute non-attendance etc.</p>	
3.	<p><b>Welcome</b></p> <p>Regrettably, SA announced that Sue McGrail has resigned from the PP group as she felt she didn't bring anything to the group any more.</p>	
4.	<p><b>Matters Arising from last Meeting</b></p> <ul style="list-style-type: none"> <li>• <b>Children in Need fundraising</b> – thank you to all group members who brought in DVD's, books and CD's to sell on the book stall at Upperthorpe MC to raise money for CiN. GK to feedback on the funds raised from this event.</li> <li>• <b>Premises Bid</b> – GK reported that the premises bid is looking favourable for Ecclesall MC – the partners are still awaiting final confirmation from NHS England and Sheffield Clinical Commissioning Group for the go ahead.</li> </ul>	

- **Aims/Objectives of Meeting** – the group reviewed the old PP group guidance together with Esta’s draft ideas of how we can change the wording to ensure it is a true description of what the PPG is about. There were a number of amendments and deletions to the old guidance with the majority of the group being in favour of the more positive approach of Esta’s phrasing. GK to draw up the new guidelines from all the suggestions and send out to the group for approval.
- **GP in attendance at PPG Meetings** GK confirmed that after speaking with the GPs at the last business meeting, they all agreed that their attendance at these meetings wasn’t necessary and they are very sorry but they just don’t have the time to attend due to workload commitments. EL and GE expressed their disappointment in the GPs response.
- **Locum Help** – GK responded to the query made by EL at the last meeting regarding additional locum help on a Thursday afternoon or a Saturday morning to create more appointment slots. Unfortunately this would be a too greater expense for the practice to bear, and with the lack of NHS resource, this is not something the practice is currently able to provide.

**5. Communication from the Surgery**

Telephone message from Sanofi re flu vaccination – GE commented that he had received a telephone message from our surgery and Sanofi pharmaceutical company stating that “someone in the household is eligible for a seasonal flu vaccination”. GE felt that the message was somewhat confusing for our Ecclesall patients as it was from Uppertorpe Medical Centre and included Uppertorpe MC telephone number. GK commented that this was a mistake on Sanofi’s part, and although she had advised them to send out the message from Uppertorpe and Ecclesall Medical Centres and to take out the phone number, this didn’t happen. GK confirmed that she will not use this service again in the future as it has indeed caused confusion for many of our patients and created work for our staff.

Telephone calls from the surgery. GE commented that it would be helpful to patients if the reception staff left a message when they fail to contact a patient via telephone. He states that it is not always convenient to answer a call. GK commented that due to confidentiality and data-protection reasons the staff are told not to leave messages on patients mobiles or house phones. Several members agreed and made comment. Advised by all that GE can mute or turn off his phone if he doesn’t want to be disturbed at any particular time.

**6. Helping Vulnerable Patients**

JH and other members commented that they would like to help the surgery and its registered patients in a more practical way. Several suggestions were made to help raise awareness of the facilities and services the practice offers and how to get this information out to our elderly and vulnerable patients who perhaps don’t visit the surgery often. One suggestion was to hold a coffee morning once a month at the surgery for patients to attend and chat to local residents, make new friends and find out about local health and social services. Another was to set up a buddy service within the group to visit patients in their home, help with shopping, cleaning, paying bills, IT solutions, drive them to medical and other appointments. All agreed this would take time and a lot of organisation, but is something that would be very beneficial to our vulnerable patients. GK to discuss with the GPs at the next meeting and feedback to the group.

**7. Date of Next Meeting**

Friday 8<sup>th</sup> February 2019 12.30pm Ecclesall MC

