

Praze Surgery Patient Participation Group

Minutes of Praze Surgery PPG Meeting held on Wednesday 26th April 2017 at Praze Surgery at 7.00pm

Those Present:

Mr J Nash, Mrs M Nash, Mrs J Thompson, Mr A McLeod, Mr C Langston, Mrs Joy Eustice, Anne Craig (Practice Manager)

1. Welcome and Thanks to all attendees.

2. **Apologies** received from Mrs C Iremonger, Mr T Iremonger Mrs M Tipton, Mrs E Pinto-Willis, Mrs A Talbot, Mrs A Prior, Mrs S Care, Miss L Care.

3. Declaration of Personal Interests

No declarations made.

4. Matters Arising from Minutes of Previous Meeting on 22nd March 2017

- The Minutes of the previous meeting were reviewed and discussed. Prior to this meeting no feedback or queries had been received in respect of matters arising. JE asked how feedback should be received. JT confirmed queries/feedback can be sent to herself as Chair, or PPG Secretary (AC) for inclusion on the Agenda for the next meeting.
- In the interests of cost savings the picture of the surgery has now been removed from the header for future minutes.
- Cornwall Stroke & Aphasia Network handouts/flyers had been prepared and were now on display at both sites and available for patients to take.
- Nurse Appointments – those present advised they had not noted any difficulties in booking appointments. AC advised practice has now amended rotas to enable emergency/24 hour ahead appointments to be made with Practice Nurses/HCA/Phlebotomist without need to add on more appointments at the beginning or end of each clinic.
- Notice Boards in waiting room. Attendees moved to the waiting room to look at the boards before reconvening for a general discussion. All agreed that the boards were crowded with too many posters, the headings on the boards could

be clearer and in larger print. PPG to have space on one board – JT to bring in electricians coloured tape to divide up the board. PPG board should be used to display posters for next meeting dates/inviting patients to attend/advising patient representatives (as agreed at previous meeting)/Inviting suggestions for topics/issues to be discussed at meetings. All agreed that a ‘Suggestion Box’ for discussion items should be set up in the waiting rooms at both sites.

- All agreed that Dot Matrix display board in waiting room at Praze was boring. CL advised that he had seen displays in a surgery he visited in Oxford which showed the number of ‘missed appointments’. All agreed that this was a good idea. Another suggestion was to change the displays to show the services offered by the practice.
- Appointment of new Salaried GP from 1st July following the recent departure of Dr Andrew Sharp. AC advised that Dr Katherine O’Brien had accepted a post with the practice and would be working two days each week – Wednesdays and Fridays.
- General discussion re importance of continuity when seeing GPs. AM – patients with complex conditions do want to see the same GP each time they attend. JE- felt that Praze was good for continuity.
- JT asked if the minutes of the previous minutes were agreed and could be signed.
Proposed by Mr A McLeod
Seconded by Mr J Nash.
Agreed by All present

Minutes of previous meeting signed by PPG Chair as a True Record of the meeting.

5. Signing of Code of Conduct & Safeguarding Declarations/Terms of Reference & Constitution

- Confidentiality Agreement including Code of Conduct & Safeguarding Guidelines were signed by all those present.
- JT signed the agreed PPG Terms of Reference and Constitution.

6. Our Next Move

- JT – the PPG are now ready for action. What shall we do next.
- AM – need to publicise the PPG and engage with the wider population groups amongst the registered patients at the practice. A mailshot to all patients would be prohibitively expensive. JT – some patients do not attend the surgery at all – we should put posters in venues wherever people gather e.g. in schools/churches/local village halls/shops & post offices. AM – A5 size

laminated posters to encourage comments/issues for the PPG to discuss and action.

Practice website – put minutes and agendas onto website. Can PPG have a link from the Homepage? JE suggested small flyers into the aforementioned venues.

Also put posters in treatment rooms at both sites where more patients may see/read them.

- JE asked when practice had last undertaken a patient survey? Could PPG do this in the future. AC – annual Ipsos Mori national survey, no recent in-house survey. In group discussion it was suggested that PPG members could sit in the waiting room and chat to patients. Should we have a PPG Awareness questionnaire to raise awareness of the existence of the PPG?
- JE – could we ask a local longstanding PPG for ideas and best practice to increase effectiveness of the PPG. Could we attend one of their meetings? – The Stennack, St Ives have a large and successful PPG. AC advised they do encourage visitors from other PPGs to attend. JE will also let AC know of other local groups from website she has viewed. All agreed this was a good idea.

7. Any Other Business?

- AM – has the PPG lost a lot of the earlier interested patients who attended the first few meetings? Group discussion – those who are no longer able to attend can act as ‘virtual members’. AC confirmed that LC & SC have received minutes of previous meeting and she will invite all those unable to attend to provide ideas/feedback for future meetings.
- Locum GPs – members asked how practice booked locum cover. AC – locum GPs advertise their availability on a website accessed by practices. Practice endeavours to have continuity when covering doctor’s annual leave.

8. Date of Next Meeting:

- Wednesday 24th May 2017 at Praze Surgery starting at 7pm.

Please send any feedback/ matters arising/apologies to Chair or Secretary via email/letter/telephone/messages can be left with reception

Email address: KCCG.Praze.PPG@nhs.net

Meeting Closed at 20:05

