

East Bridgford Medical Centre - Patient Participation Group

Minutes of the Meeting Held on Wednesday 19th April 2017

Present: Jackie Wheeler (Chair) Carol Habieb
Richard Mackie Patricia Colcough
C. Sykes Dr. Chris Cope (Part)
John O'Hare (Min. Secretary) Rex Barnett (Guest)

Apologies: Mike Handy, Christopher Henwood, Johanne Bloor

Minutes of Last Meeting of 08.03.2017: These were agreed and signed by the Chair.

Matters Arising From the Minutes:

PPG Content on the EBMC Website: The PPG home page submitted by JW is now on the website. An attempt to post the VPPG Newsletter had not been successful. This was fortunate as this Newsletter was intended for distribution to PPG virtual members only. Recent agreed PPG Meeting Minutes had not been posted. JO to provide to PC electronic copies of approved Minutes on an ongoing basis. There remains a task to update all other tabs on the PPG section and Constitution / Terms of Reference. It was suggested that, after distribution to the VPPG, if the Newsletter were posted to the website under a VPPG tab, it might attract more VPPG members.

New EBMC Service – Fracture Liaison Clinic: The Head Nurse had provided a briefing of the service to CHe. This will be reported back at the next meeting. As other new services are now operational, including Travel Vaccine and Ultrasound Clinics, it was requested that CHe includes these in his 'notification of new services offered at the EBMC' to be published in the EB Village and other local magazines. **(Action CHe)**

PPG Communications from the VPPG: A lengthy discussion of this topic took place. Suggestions included an nhs email address for the PPG. This would have to be established by an nhs employee and PC indicated a willingness for it to be under her name, with the possibility of 'auto forwarding' to the PPG incoming communications to ensure confidentiality between the VPPG members and the PPG committee. The question of handling specific medical complaints and general service complaints / feedback from the VPPG was debated at length without resolution. It was agreed that PC would make further enquiries of other practices / PPG's and committee members would further consider the way forward on this matter in line with our Policy on PPG communications.

Village Show Enquiries: With the absence of GS, no feedback had been received. The matter of a space, insurances and the limited time before the Village Show all dictated that our participation this year is not possible. JW reported that if the CCG were involved in the village show we could be covered by their insurance.

Action Plan April / May: The Newsletter that had inadvertently not been sent to the VPPG would be re-titled March / April and sent to all members (**Action – PC**).

A meeting with the VPPG members was agreed for the 19th June at the EBMC. The time will be 7pm – 8pm and the program will include presentations by the PPG covering Terms of Reference etc and the new services offered by the EBMC, followed by a building tour. JO / RM / PC were requested to organise, notify and maximise VPPG attendance. JW and CS would manage light refreshments. (**Action JO/RM/PC**)

Practice Briefing to the PPG:

PC confirmed that the new clinics of Fracture Liaison, Travel Vaccine and Ultrasound are all operational and building in patient numbers. The PPG were requested to establish greater patient awareness of these new services.

The EBMC Carer's Champion, in conjunction with the Carers Federation, are planning to run support sessions for between 6 – 12 carers. JO agreed to alert the EB Care Group so that they may be able to provide 'care cover', where carers wish to attend a session.

Appointments for Rushcliffe patients unable to attend during 'normal hours' has commenced.

EBMC are changing their Chronic Disease Management Program to standardise with other Rushcliffe practices. This will mean that annual reviews will be during the month of the patient's birthday. During the first year reviews will be undertaken within less than 12 months and this will result in increased workload in the short term.

Car Parking arrangements are again under revision as a result of 4 staff vehicles having been damaged. Local residents remain unhappy with the number of staff vehicles being parked in front of their properties for much of the day. If future arrangements dictated that visiting patients parking (for shorter periods) were to be on local roads, resident dissatisfaction might be reduced.

Future Events:

Dementia Awareness Week 14-20th May:

The Diabetes Awareness notification panel had worked well. It was suggested that to recognise Dementia Awareness Week, with the help of JS and the Carer's Champion, the topic for the month of May should be Dementia Awareness (**Action JS**).

PPG Awareness Week 19-24th June:

As above – VPPG Meeting on the 19th June at EBMC 7 – 8 pm

Health Event 2017:

The topic was agreed as Promoting Bone Health. The event would have 3 presentational elements; a GP, a Nurse Specialist and a Patient representative. This year we will use solely EBMC resources, i.e. no consultant. The venue will be the EBMC and it will be held on a Saturday a.m. between mid September and mid October. The event will be promoted in the EB village and local magazines, and via the website etc.

Any Other Business:

A PPG Networking Meeting is to be held on 7th June at the Rushcliffe Arena. Registration is at 09.30 and meeting starts at 10.00. Topics include Future Health and Social Care and Effective Working PPGs.

JO reported that NatWest bank branch in Bingham that holds the PPG account is to close. JO stated that he does not receive copies of PPG bank statements and requested that, in future, the EBMC provide copies to allow reconciliation of the account.

Rex Barnet indicated that he had found the meeting of interest and would like to join the PPG. He gave details of his past experiences with similar groups which suggested that Rex would make a positive contribution to the Group. An invitation to join was offered and accepted.

Date, Time & Venue of Next Meeting: 7th June - 5pm - EBMC Meeting Room

The Meeting Closed at 6.50 pm