East Bridgford Medical Centre - Patient Participation Group

Minutes of the Meeting Held on Tuesday 11th July 2017

Present: Jackie Wheeler (Chair)   Carole Sykes
               Gillian Stevens   Johanne Bloor
               Julie Sutherland   Rex Barnet
               Carol Habieb   Dr, Chris Cope (Part)
               John O'Hare (Min. Secretary)   Heather Rodrick (Guest)

Apologies: Christopher Henwood and Mike Handy

Minutes of Last Meeting of 07.06.2017: These were agreed and signed by the Chair.

Matters Arising From the Minutes:

New EBMC Services Notification via Village Mags. In the absence of CHe, deferred until next meeting. JB to follow up in the meantime.

PPG Content on the EBMC Website: The updates and additions had not yet been made. JB to follow up with Sue to determine the current status.

PPG Communications to / from VPPG: JW had a list of VPPG member email addresses that were invalid and unable to receive communications. In many cases, it was not possible to identify the specific patient from the address, JB agreed to get details from the system and contact the patient to see if they still wish to be a VPPG member and if so, obtain a new / changed email address.
In respect of communications from VPPG members to the PPG committee, it was agreed that all VPPG members be sent details of the practice generic email address **RUCCG.C84025@nhs.net** with the request to specify **'PPG'** in the subject / title of the email so that their communication could be forwarded to the PPG chairperson. It was also suggested that VPPG members be reminded to advise the EBMC of any change to their email address.
JS agreed to undertake the production of the VPPG newsletter on a quarterly basis, commencing August. Prior to distribution to the VPPG, JS will send a draft to the PPG committee for comment / review. When finalised and accepted by the EBMC, the newsletter will be sent to the VPPG, the PPG and placed on the PPG Newsletter page on the website.

Meeting with the VPPG - 19th July: 10 patients attended, the majority being members of the VPPG. The reaction of attendees had been very positive to the 'get together'

Health Event 2017 - Healthy Bones: The date was confirmed as 30th September with Dr. Ann-Marie Stewart and Sister Donna Rowe giving the presentations in the EBMC Meeting Room. Tea / Coffee from 9.30 and presentations / Q&A's 10.00 to 12.00. JO agreed to contact the Care Group re additional mugs / cups and prepare a notification of the event for the EB village magazine (Aug & Sept), notice board(s) / fly posting and the website.

It was requested that CHe arrange for the notification to be carried in local magazines covering the outlying villages serviced by EBMC.

Action Plan - July: The VPPG Newsletter, Health Event and VPPG Meeting were all covered in the earlier discussions, as above.

Active Meeting Report: JW provided a summary. A brief discussion followed with the focus being on 'enriched patient details' and the consents necessary for the use of.

PPG Networking Meeting - 7th Sept. - Rushcliffe Arena: Four PPG members were required to support the EB participation. JW, GS, JS and JO agreed to attend with CH offering to be a stand-in. JS would produce the 'poster' identifying strengths and weaknesses.

Practice Briefing to the PPG: JB advised that the EBMC has appointed Andrew Whincup as the new Practice Manager. He is to join the team in the near future.

Flu Clinic dates are established as 7th and 21st October. JB advised that this year the clinics will operate on an appointment basis to improve efficiency and take-up levels. Five clinicians will be giving the jabs at the appointed times. JB asked the PPG to actively support the flu vaccine clinics in this new revised format.

After JB had left the meeting the PPG debated the merits of this new approach. The PPG agreed to support the flu clinics but felt obliged to express an opinion from a patient prospective……. not fully understanding the new appointment system, we felt that if patients had to ring for an appointment, it would cause a logjam on the phones. This would be very frustrating for all patients attempting to communicate with the practice and create unnecessary extra work for the reception team. When compared to the present drop-in system that has achieved very good uptake results and a high level of patient satisfaction, given all of the additional work involved, we are unable to see increases in efficiency with the new appointment system.

AGM - 22nd August: To be held after our regular meeting at 6.30pm in the EBMC Meeting Room. JO to prepare and issue the Notification.

AOB: Heather Rodrick who had expressed a wish to join our PPG was welcomed as a new committee member.

Date of Next Meeting(s):   **22nd August** - 5.00pm - Regular Meeting
   EBMC Meeting Room   6.30pm - Annual General Meeting