

East Bridgford Medical Centre - Patient Participation Group

Minutes of the Meeting held on Tuesday 9th January 2018

Present: Jackie Wheeler (Chair) Carole Sykes
Rex Barnet Carol Habieb
Heather Rodrick Johanne Bloor
John O'Hare Andrew Whincup
Ian Holden Dr. Chris Cope (Part)

Apologies: M.Handy, J.Sutherland, G.Stevens

Minutes of Last Meeting of 14.11.2017: Not tabled due to absence / illness of JS.

Committee Members: JW advised that CH had stood down but was still willing to assist the PPG on surveys and village magazine entries.

JW welcomed Ian Holden to the meeting / committee and to the contribution he could make to our group. Ian agreed to provide a 'pen portrait' for our records.

Matters Arising: AW advised that to date he had been unable to establish a method of communication which would be confidential between the vPPG, patients and the PPG Committee. An alternate form of email address may be available and AW will review and advise at the next meeting.

This lead into a discussion on our present communications with the vPPG and as a result JB agreed to review the 'coding and procedures' used on System 1 to ensure that Newsletters were sent by email to all vPPG members and PPG committee members, rather than only appearing on the PPG website page.

RB expressed thanks to JS for the very effective COPD display.

PPG Action Plan for Feb 2018: Production of the Winter vPPG Newsletter.

PPG Action Plan 2018/19 Discussion Paper: The discussion paper had been circulated for consideration following a meeting between MH, AW and JO.

Major Patient Survey: AW advised that there was no defined frequency for Practice Surveys to be undertaken. Discussion followed on the form and frequency of surveys. It was suggested that full surveys every 3 years with more limited specific topic surveys (e.g. vPPG) in years 1 and 2 would be appropriate at this time. MH please add to the Action Plan: - March - Planning and September – Execute.

Health Events: Following discussion, it was agreed we hold two events per year. Topics of Self Help / Healthy Living and Mental Health were proposed. Dates of May 12th and October 13th were suggested with the EBMC Meeting Room as the venue. AW to determine with the practice, which event topic will be on which date.

Agenda Topic for Each Meeting: It was agreed that the topic of Patient Feedback should be added to our Meeting Agenda.

General Data Protection: AW advised that all medical practices will be required to have a Data Protection Officer under the new regulations. AW committed to keep us fully informed on how the new regulations impact with PPG activities.

PPG AGM: To be held in Aug. / Sept. It was suggested that the Meeting between the PPG and vPPG should be combined with the AGM.

vPPG Newsletter: It was agreed that it should be distributed on a seasonal basis.

Attending CCG Meetings / Events: Attendance was deemed important. RB agreed to deputize / support JW as required.

Items to be noted on the Action Plan as Ongoing Undertakings:

Regular Meetings
Patient Feedback
Practice Report
Support EBMC in achieving Practice Objectives
Assist Practice Manager with Family & Friends Initiative

MH: Please use the above to create Action Plan 2018/2019

Practice Report: AW gave an outline of 3 Before GP, advised of the new receptionist and the additional person in the dispensary. The lead nurse vacancy had been filled from within.

Two screens to inform patients were planned, one in the main waiting room and one in the nurses waiting area.

The need to communicate by leaflet availability was discussed and JW and HR committed to work with the Practice to tidy, reorganise, simplify and de-clutter.

AOB: JO commented on recent experiences of dispensary service in respect of long queues; inability to find dispensed items, medication prescribed not being available and 10 mg medication being provided in 4 x 2.5mg.

Dates of next meetings:

20th February **3rd April**

8th May **26th June**

Apologies: IH for the meeting of 20th. **JS** Please Note

Meeting Closed: at 19.00hrs