

# East Bridgford Medical Centre - Patient Participation Group

## Minutes of the Meeting Held on Tuesday 15<sup>th</sup> May 2018

**Present:** Jackie Wheeler (Chair) Rex Barnet  
Gillian Stevens Johanne Bloor  
Ian Holden Andrew Whincup  
John O'Hare (Min Sec.)

**Apologies:** C, Skyes, C Habieb, M. Handy, H Rodrick, Dr. Chris Cope

**Minutes of Last Meeting of 03.04.2017:** These were agreed and signed by the Chair.

### **Matters Arising from the Minutes:**

**Minutes of Meeting of 14.11.2017:** With the absence of JS, deferred to next meeting.

**Alternate Email Address for PPG:** AW advised that the former proposal was not a solution and proposed that the PPG established a generic email address with Gmail or similar. Following discussion, it was agreed that this should only be done after AW had considered the matter of data protection.

**PPG / vPPG coding / notifications:** JB advised that she had re-confirmed that PPG committee members had been coded to receive vPPG notifications. However, as their email addresses were not on our patient record, no vPPG communications had been sent. RM had not received any vPPG notifications newsletter during the year that he has been a member of the virtual group. JO to provide JB the email address of RM.

**Winter / Spring Newsletter:** It was confirmed that the Practice content had not been provided and the Newsletter had not been sent to the vPPG. JO to provide to AW the JS Newsletter draft. It will now be designated the Summer Newsletter.

**Minor Patient Survey:** JO had acquired a copy of the EB community Plan Q&A which had a section covering Health and Care. The survey of 45% of households in EB was undertaken in 2016 and the results are in the course of being published. It was suggested that these results might form the basis of our survey. JO agreed to send a copy to each PPG member.

**Health Event 12<sup>th</sup> May:** The event drew a small audience of 18-20 and it was suggested that this was due to a low level of event publicity in the surrounding villages, a clash on date / time with another EB group meeting and the fine weather. The very excellent presentations given by Dr.Cope, Dr.Pryor and the Health Coach team were acknowledged with much appreciation for the time, effort and support given. The 'slides' used in the presentations are available for distribution to the vPPG. The feedback sheets completed on the day, highly rated the event content and delivery.

**Action Plan May / June:** Determine date and format of AGM – It was established that the AGM would take place on 18<sup>th</sup> Sept. at 6.30 pm following our regular meeting at 5pm. The AGM would also provide an opportunity to meet with the vPPG if a suitable presentation could be organised.

**Friends & Family:** AW advised that text replies in respect of F&F are captured and reported on a monthly basis.

**Practice Briefing:** AW advised that an additional dispenser had been appointed. Much time had been taken up in the last 2 months in CQC returns, the updating of contracts and the General Data Protection Regulation (GDPR).

**PPG Conference:** Three PPG members will be attending on 7<sup>th</sup> June at the Rushcliffe Arena.

**Patient Feedback:** There was none. Confidentiality of such feedback was discussed and it was stressed that complaints of a clinical service offered, must always be referred to the Practice Manager. In the case of feedback of a more general nature, AW advised that outcomes, for reasons of confidentiality, may not be reported back to the PPG.

**AOB:** The impact of the large number of new homes in EB, Newton, Bingham and Radcliffe on the medical centre was discussed. Concern on behalf of existing patients was expressed as the potential number of addition families seeking medical services could overstretch the present EBMC facilities.

#### **Dates Of Future Meetings:**

June 26<sup>th</sup>

August 7<sup>th</sup>

September 18<sup>th</sup> (followed by AGM)

The Meeting closed at 18.40 hrs