

MERRIDALE PATIENT PARTICIPATION GROUP		
Minutes of the meeting held on 13th October 2015		
PPG Members (Listed in alphabetical order by first names) 6 out of 16 present		
1	Alan Gledhill (AG)	Present (1)
2	Angela Bailey (AB)	Did not attend
3	Charlie Bee (CB)	Did not attend
4	David Smith (DS)	Present (2)
5	Jan Butlin (JB)	Did not attend
6	Janine Alhimovica (JA)	Did not attend
7	Jay Champaneri (JC)	Did not attend
8	Marianne Hancock (MH)	Present (3)
9	Olga-Dmochowska-Korzekwa (ODK)	Did not attend
10	Raj Mann (RM)	Did not attend
11	Ramesh Kataria (RK)	Did not attend
12	Rita Faulkner (RF)	Did not attend
13	Stephen Ashmore (Chair) (SA)	Present (4)
14	Terry Parker (TP)	Present (5)
15	Thelma Palmer (TPa)	Did not attend
16	Vin Davda (Secretary) (VD)	Present (6)

NB Action points are written in italics and denoted by ▲

1. Welcome

SA welcomed everyone to the meeting. It was noted that this was the first patient members only meeting. There was a brief discussion of members present and it was agreed that all members should be encouraged to attend the December meeting.

2. Apologies

See table above. It was noted that Vin had not received any apologies from those not attending. It was agreed that PPG members unable to attend should be reminded of the importance of sending their apologies to the PPG secretary. Note: subsequent to the meeting it was identified that AB had sent her apologies to Cara Morgan (Deputy Practice Manager).

3. Minutes from the last meeting

Members present checked the minutes of the previous meeting held in July 2015. DS observed that the minutes omitted reference to the practice registering more patients from Hockley Farm (an amendment will be included in section 5: results of 2014-15 patient experience survey). No further amendments were noted.

With no practice staff present at the meeting, SA proposed that all action points from the July meeting should be reviewed at the next PPG meeting and this was agreed.

Members reported they were happy with the new concise style of minutes written by SA and VD. It was agreed all PPG minutes should be no more than 4 pages long.

▲ SA/VD will amend the July minutes. Action points from July 2015 meeting will be reviewed at the December PPG meeting

4. Matters arising

There was a discussion of the current practice newsletter and agreement that the shortened format represents a marked improvement. However, the group noted they had been given very little time to review the newsletter (although the practice did apologise for the lack of time given to PPG members to review the content). With this in mind, it agreed that the PPG should suggest to the practice that they give PPG members at least 2 weeks to review content of each future newsletters and that an annual calendar be drawn up stating when the practice newsletter will be published.

▲ *SA to contact Cara Morgan (CM) to raise points relating to the newsletter*

5. Ideas for PPG events / PPG fundraising and the PPG Noticeboard

SA explained that within the PPG Terms of Reference the group specify a clear commitment to holding fundraising events. To date, no fundraising events have been held by the PPG. With this in mind the group considered possible options. In terms of any future fundraising events it was agreed that funds raised by the PPG should be donated to either: (a) the practice or (b) a charity local to the practice.

MH suggested that Coping with Cancer (CwC), a charity based on Westcotes Drive, could be approached and invited to visit the practice as part of a future fundraising event. CwC may be in a position to also deliver an educational session for Merridale patients with cancer. All agreed that CwC should be approached to find out more.

▲ *MH will contact CwC and find out more about the work of the charity*

Members also suggested that Andy Lane (Mental Health Practitioner at the practice) should be asked to run an educational session for patients on a topic such as: anxiety, depression or stress. It was agreed that centralised events like this would be beneficial to many patients and would potentially enable the practice to get key messages across to large numbers of patients in a short space of time.

▲ *SA will contact CM to find out if Andy Lane could offer an educational session*

There was unanimous agreement that the PPG noticeboard needs to be overhauled and re-vamped. It was suggested that a photo of PPG members is taken at the December meeting and displayed on the board. There should also be a one-page summary of recent PPG achievements and AG suggested copies of minutes should be on the board and available on request from reception.

▲ *SA will write one-page summary of recent PPG achievements*

6. Patient Experience Survey: Review of Action Plan

The PPG reviewed the 'guidance template for discussion of local survey findings and action plan'. Three PPG members: SA, MH and AG had attended a previous meeting in August with the Practice Manager and Deputy Manager in attendance. The PPG members agreed the action plan should be significantly amended and improved. With this in mind, further discussion needs to take place between the PPG and practice to take into account the PPG's concerns.

▲ *SA/VD to bring this matter to the attention of CM and ask for a re-drafting*

7. PPG action points: 2014-15

Note: TP joined the meeting at this point.

Patients who do not attend (DNAs) – SA tabled the run chart representing weekly DNAs from January to August 2015. The group noted that in the last 8 weeks the number of DNAs have dropped and this indicates an improvement in response to the hard work the practice are putting in to try and resolve this on-going problem. PPG members would like (a) to see DNA's as a proportion of total appointments and (b) more clarification of what changes the practice have introduced to try and combat DNAs. The group look forward to seeing the next set of run chart data.

▲ *CM to provide details of how the practice are trying to resolve the number of DNAs to the December PPG meeting and SA to continue creating run charts*

Telephone system – this item was not discussed.

Appointments – the PPG members discussed the practice appointments system in detail and a number of important concerns were raised relating to personal experiences from PPG members. In particular, concerns were noted across the group when it was pointed out that except for one weekday the practice offer no nurse appointments after 5pm. A healthy and lengthy discussion ensued and it was agreed that a future PPG meeting should focus almost exclusively on the practice appointment system.

▲ *A significant proportion of a future PPG meeting will be put aside to focus on the appointments and repeat prescribing system. VD/SA will select a meeting early in 2016 to allow this action to be met*

8. Update from the practice

CM had prepared a practice update that SA read this to members. Key points:

1. Dr Nancy Stanly has recently started at the practice
2. Practice await the outcome of the application for a review of their boundary
3. Patient feedback: 79 patients have completed comment cards this year and there have been 31 online feedback forms completed since January. Friends and Family responses remain quite low (4 responses last month). CM suggested that the PPG may wish to include 'feedback' as one of the main agenda items at the next meeting)
4. The blitz on DNA's continues and attendance figures will soon be added to the website (more detailed information will be available at the next meeting)
5. Since 5th October changes have been made to the caller options on the telephone system (to tie in with recent appointment changes). The practice will be able to update the PPG at a later stage once they have measured the results of these changes on call volumes and response times
6. The practice have re-introduction specific appointments for patients who work and there has been a good response to this initiative
7. Online traffic: practice seeing a gradual increase in the amount of patients registering to use online services. Stats will be available for the next meeting.

PPG members commended CM for her update.

9. Any other business

No items were raised.

10. Next meeting date

Will be a lunchtime meeting on 15th December 2015. AG proposed that given how productive this meeting had been, future meetings operate in the following manner: 12.15 to 1pm PPG members only, 1-2pm PPG members joined by practice staff. All agreed this change would be beneficial and save valuable practice staff time.