

PPG Meeting 2nd May 2018

Present:

Julia Stanfield (JS), Frances Peckham (FP), Heather Fulcher (HF), Elaine Botfield (EB), Catherine Plain (CP), Marion Manton (MM), Joan Kidd (JK), Audrey Jones (AJ), Louise Rotheram (LR), Barbara Pugh (BP), Corinne Wood (CW)

Apologies: David Coultas (DC)

1.	<p>Welcome and Apologies - Members were welcomed to the meeting. Apologies were recorded from DC.</p>	
2.	<p>Minutes of the Previous Meeting and AGM – The minutes of the last meeting were recorded as a true reflection of the meeting.</p> <p>AGM – The minutes were accepted as a true reflection of the meeting. In respect of the NAPP Membership discussed as AOB, JS advised members that the PPG was continuing its membership. CW to arrange for certificate to be displayed.</p>	CW
3.	<p>Matters Arising –</p> <p>Practice Newsletter – members agreed that it would be good to reintroduce a Practice Newsletter and it was suggested that this could be a joint initiative between the Practice and the PPG and would be issued seasonally. The newsletter would be a way of the advising patients of changes and new services available and would also focus on various health issues as well as promoting the work of the PPG. JS to provide CW with PPG contribution.</p>	JS
4.	<p>Practice Report Corinne Wood – CW provided an update on Practice matters as follows:</p> <p>Dr Snowball will be leaving the Practice at the end of June 2018. The Practice is actively recruiting for a replacement GP.</p> <p>Dr's Harris and Robinson are settling well into the Practice since joining in February.</p> <p>The Practice is recruiting a new Advanced Nurse Practitioner (ANP) to increase appointment capacity and Nurse Heather Blackmore has now completed her prescriber course and will also be undertaking some ANP duties in the future.</p> <p>Within Reception Laura Burkett has now gone on maternity leave and Danni Griffiths has returned from her maternity leave.</p> <p>The Practice has a dedicated prescription line between the hours of 10.00am and 14.00pm. The line is for dealing with queries and not for repeat ordering which can be done in the usual way.</p> <p>The District Nurses have moved out of the building and into a central team office. The Practice is disappointed that they will no longer be in the same building but are confident that this will not affect patient care.</p>	
5.	<p>Review of Format for Meetings and Constitution – Members discussed the format and frequency of meetings and agreed that they should be held bi-monthly and that the location should be kept as being at Hume Street.</p> <p>Communication with other patients was discussed and it was agreed that a photograph of the current members could be added to the PPG noticeboard. JS to co-ordinate.</p> <p>LR commented that she felt the noticeboard is in the wrong location in the waiting room and hardly noticeable. CW to look into having noticeboard moved to a more prominent position.</p> <p>Members felt that the current PPG member recruitment form was slightly outdated and would benefit from being updated. CW to look at updating</p>	<p>JS</p> <p>CW</p> <p>CW</p>

	<p>the form.</p> <p>JS requested for a member to take on the co-ordination of planning the floor walkers. <i>Item put on hold at present time.</i></p> <p>In respect of the PPG constitution, JS advised members that this had not been changed since 2016. The issue of a Deputy was raised for the Wyre Forest Patients Group and members elected Cathryn Plain as nominated Deputy for the Practice.</p>	
6.	<p>Proposal for Facebook Group- LR made the suggestion for the Practice to have a Facebook page. The idea being that the Practice can put various pieces of information on it such as health initiatives, staff changes, health awareness weeks, flu clinics and can also be used to communicate any emergency information such as when there was the flood and if the telephones were ever out of service. CW agreed that this was a good idea and that she had already spoken to the Partners who had also confirmed that the Practice will have a one-way Facebook page and that the PPG will also be included.</p>	
7.	<p>Results of Patient Survey – The results of the patient survey were discussed and generally it was felt that the response was reasonable and there were some interesting finding including support for Saturday morning surgeries. It was felt that whilst calls were handled by the staff well, the actual phone system and process was felt to be quite wordy and repetitive and would benefit from being upgraded .Some felt that some of the information given was unnecessary. JS thanked members for conducting the survey.</p>	
8.	<p>Next Health Event – Members discussed topics for the next health event. It was agreed that there is an issue of encouraging patients to attend and agreed that the timing and location of the event would need to be considered. It was suggested that Diabetes would be a good topic as it very much at the forefront of news at the moment and links with issues such as obesity and could be tied in with Diabetes Awareness Week .CW to obtain an indication from the Partners of what they would like the PPG to promote.</p>	CW
9.	<p>Floor walking Rota – Previously mentioned in item 5 above.</p>	
10.	<p>Announcements –</p> <p>NAPP Affiliation – As previously mentioned in item 2 above the Practice PPG will continue to be a member of NAPP and newsletters will be distributed to members when issued.</p> <p>Feedback From WF patients Group – Members were advised that changes were being made by the CCG to the WF PPG Group with the idea being that resources would be pooled to become one group that would have a more defined role. More information will be provided at the next meeting.</p>	
11.	<p>Future Speakers or Topics – It was suggested that the Social Prescribing Team were invited to a future meeting. CW to send JS details of Jayne Ford, Social Prescribing Lead.</p> <p>CW to speak to DR Singh re future meeting attendance.</p>	CW CW
12.	<p>AOB - None</p>	
13.	<p>Date of Next Meeting – Wednesday 18th July 2018 at 18.30pm.</p>	
14.	<p>Future Meeting – Wednesday 5th September 2018, 18.30pm.</p>	