

## **ABBEY MEDICAL GROUP PPG Minutes 14<sup>th</sup> July 2015 taken by Liz Simpson**

**Present:** Brian Hagen; Jen & Peter Challenger; Jayne Williams; Mary Harris; John Hallett; Kath Macready; Liz Simpson: Minute Taker;

**Apologies:** Rick Gooch had emailed his apologies and this had been circulated to the meeting prior to – he then said he would attend initially and would join us soon. Gilly Hagen – Gilly asked Brian to read out a note to the meeting explaining her absence and her thoughts and wishes for the future.

### **Presentation of Award to Gilly Hagen from the SRG:**

- Jayne explained that at the SRG conference on 3.7.15 the Brian Longmate Award had been made and in addition to that award an award for highly commended was given to Gilly Hagen for her support, input and dedication to the work of the SRG and the CCG. Due to Gilly's absence Jayne accepted the engraved vase for Gilly and presented it now to Brian to take to Gilly after this meeting.
- At this point Rick joined the meeting so was updated so far of what had happened. He then announced that he was able to attend this meeting as the next did not start at 4pm but that our meeting would need to be concluded by then as the room was required.
- The pre issued Agenda therefore was adapted to ensure the important business was dealt with and the other postponed until another meeting could be convened – this was agreed by the meeting as a whole.

### **Meeting:**

- The minutes of the last meeting were accepted by this meeting
- The meeting was asked if they had all seen the Action Plan sent out and after a short discussion the Plan was accepted and agreed by the meeting. Rick requested a copy but as it was agreed as it stood it was the copy he already held
- NAPPS conference – report circulated for interest to the meeting and reminded they can go on line a view all documents and see video of event if want to. Interesting point made that from April 2015 all GP surgeries are required to have a PPG as part of their contractual obligations. Explained that some surgeries have no PPG or some PPG have little engagement with the Drs or practice managers – we do and the fact we work so closely with Rick and the Drs is something to be proud of
- SRG – Jayne gave a short presentation of the Business of the SRG and in particular a sub group who are working on “Avoidable A&E Attendance”. The group made up of members of both N&S SRG and M&A CRP and have been

tasked with looking at the reasons people attend A&E / have they tried or know of other services they could have used instead or before their visit to A&E and in doing so are using the leaflet first issued into the patch last year, that can be found in Surgeries/ Hospitals/ Treatment centres/ chemists etc "Choosing the Right Care". Jayne explained that any patient's stories of using NHS services, good or bad, are of interest to the Task & Finish Group but in particular the SRG who help with quality – so details from anyone can be passed on anonymously or using their name etc. Some discussion took place where people could not understand the PPG involvement in such a task – hopefully this concern has been allayed but if not people are invited to comment at next meeting for more clarification of the SRG role and its engagement with PPG and others

- Virtual Patient Group – input of all forms completed and the question of “what next?” to be raised at next meeting as unsure what action to take
- Dementia event 8.6.15 event – tried to advertise in the Chad a Dementia Friends Group to start up but no takers as yet. If anyone has any ideas please let us know
- Promoted the Carers Champion role at all events and Jayne had received some posters about this year's road show – given out to the meeting for anyone to attend on behalf of PPG and copies to Rick for June in case she had not been included in circulation
- Friends & Family – at the moment still getting low responses and as the surgery are able to deal with the analysis and publicity of the F&FT suggested PPG involvement is limited at this time and to be reviewed at a later date
- Engagement with Patients: thanks were given to John and Peter who held fort at the Ravenshead Scarecrow & Summer fete event – the Scarecrows displayed at the AMG Ravenshead site drew several compliments and kind words from the surgery staff and patients – also appeared in the Chad. The PPG stand was also taken to 2 other events The Blidworth Oaks Primary and Joseph Whittaker to get engagement with not only Mum's Dad's etc but children and young people. At both events Patients stories were picked up and passed onto the SRG PQI but also to others attending the days. MP Mark Spencer was at the Young Engineers event at Whitakers as were young ambassadors who showed extreme interest in today's health service
- Events – Gilly had mentioned she had spoken to Kath prior to today's meeting about another Quiz night and a possible Beetle Drive but that they would discuss and present at next meeting
- Notice Boards are in a bad state as are the display boards for events – understand there is a laminator that could be used by PPG? Rick confirmed this was the case so it was decided that the display boards and notices to go up would be laminated. In the meantime volunteers were asked to look after the PPG boards in both surgeries; Kath said she would check out and maintain Blidworth and Liz agreed to do Ravenshead – others said they would

help where and when can. Reminded that no pins to be used and need tidying up preferably before the CQC Inspection.

- **News from the practice:**

- Finance report given by Rick
- Phone system changed this week – demonstrated what happens now by ringing from his mobile – several acknowledged had heard it. Rick stated that enquiries/issues on phone connection has significantly lowered already
- Pharmacy Project – still in negotiations and will explain final arrangements later
- Parking at Blidworth surgery is causing problems. Accidents and incidents with patients and others inappropriate parking. Rick has approached the police but other than some cards that can be placed in the windscreen of all vehicles parking inappropriately they can offer nothing else. He has contacted the Council with a view to yellow lines etc another ongoing issue he is tackling.

**Any Other Business:**

**Business for next meeting:**

- At the next meeting Thursday 10.9.15 will:
  - Diary dates for the year for PPG meetings; Tuesday 3-5pm
  - Organise / diary date coffee sessions throughout year and quiz evenings

Minute Taker Liz Simpson