

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Weds 7th March 2018 at 4.30pm

In attendance Sarah Kavanagh (outgoing Practice Manager), Agnieszka Wierzbicka (new Practice Manager; NF (Chair); CL (Vice chair); JG (Secretary); LJ; Dr Martinez; KC; RB; CB. Angela Christmas AC (Health champion.)

1. Apologies

YL

2. Updates

SK introduced AW and Dr Martinez who is replacing Dr Munden.

PPG members introduced themselves to the new members and congratulated AW on her appointment. Nurse Jennie will be attending some meetings.

AC was welcomed to the PPG as Health Champion.

3. AoB

The following were dealt with:

The caller-withheld service for calls from Shotfield to patients has been replaced and a general number will now be shown.

4 copies of documents for circulation to PPG will be provided by the practice and will be available at the meeting.

4. Minutes of last meeting and matters arising.

The minutes of the last meeting were agreed and outstanding matters dealt with as agenda items.

5. Diabetes Project and Palace for Life project.

Dr Munden had circulated the diabetes App for evaluation. The Palace for Life project has fallen through. Sue and Jennie will liaise regarding the activity sessions and SK will follow up regarding progress on this and the diabetes App. NF informed Dr Martinez of the walking prescription for diabetes patients and she will work with CL to identify other relevant activities.

6. PPG website

The changes discussed at the previous meeting had been implemented and no further changes were required.

7. Jayex Update

This is currently on hold due to the changeover and AW will keep us up to date. NF offered PPG support if needed.

8. Wellbeing and walks update

CL informed the meeting that the next wellbeing day will be on 27th April (this information is now available on SMP website) and what would be on offer.

LJ asked whether the Osteoporosis society could also be invited and NF will ask Sue who has links with them.

JG updated the meeting on the walks.

9. Future Focus

The Practice will identify and advise PPG of any further topics which they could help with.

Dr Martinez informed the meeting that a Team from Shotfield are taking part in the Tough Mudder to raise money for St Raphaels Hospice.

He also suggested that PPG could help with awareness days.

AC expressed a willingness to co-ordinate this as part of her Health Champion role.

Dr Martinez will supply PPG with a calendar of awareness days with a view to setting up a focus group.

KC suggested raising at next PRG meeting.

After the meeting some PPG members pointed out that fund raising was not part of the SMP PPG remit.

10. Next Patient Survey

The 2017-18 survey was reviewed. Dr Martinez suggested that Q1.1 should be open ie not date specific and should go at the end of the survey.

Q 1.2 should stay the same and AC suggested that Q2.1 should still be included to raise patient awareness.

Q 4.1. NF proposed that “exercise” should be renamed activity and that the new recommendation of 3x bursts of 10 minute exercise should be reflected along with promotion of the NHS App.

JG proposed that the needed to be a slight shift of focus and asked whether the Practice could feedback ideas to PPG.

SK to feed back information to NF and set up a focus group to finalise the 2018-19 questionnaire.

11. Virtual and real PPG reviews

NF has set up an email address for PPG and this needs to be included on the form for prospective members available at reception. JG to get a copy of this form for review.

The wording circulated prior to the meeting was agreed and the PPG Terms of Reference amended accordingly. NF and AW to liaise on this. In particular, it was agreed that additional members of PPG may only join by invitation when there is a vacancy. If current PPG members do not attend 2 consecutive meetings without supplying an apology they will be moved to the virtual group so that active new members can be invited to attend.

12. SMS message to patients re out of hours care

LJ asked whether this had been sent out. SK explained that it had and that the information was also available on the website and as an out of hours telephone message when the Practice was closed. KC explained that the SMS would only reach those patients whose mobile number was registered with the practice and would not be receive on landline numbers. LJ said that it should be made clear to patients that alternative numbers for advice were not free whereas the 111 number was.

Since the meeting, two messages have been sent one about 111 and one about out-of-hours appointments.

13. PRG

NF thanked LJ for the short report of PRG meeting. KC and LJ will continue to provide a synopsis of relevant points from these meetings in future to save time at PPG meetings.

KC explained that the CCG have been asked to analyse data on why patients do not attend appointments and it was suggested that this be included on the 2018 patients survey. SK advised that the figure for Shotfield was about 5%.

NF suggested that a third PPG member be proposed so that we could ensure 2 members from Shotfield attend and it lessens the burden on KC and LJ.

PRG meets 4 times a year. This will be an agenda item for the next meeting.

14. AoB

SK had been approached to ask if someone could come to the next meeting to talk about research. She has passed relevant information to NF and this has been circulated

15. Date of next meeting

Wednesday June 6th at 4.30pm. JG and LJ have offered apologies in advance as they are unable to make this date.