

Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 22 March 2016

Present: Elizabeth Cole (Chair), John England (Vice Chair), Nicola Richardson, Doug Vince, Jim Malloch, Sadie Marshall, Boyd Gilmore, Kate Holley (Secretary)

1. Apologies: Adrian Down, Jean Burgess, Brian Burgess, John Rose
2. Introductions – Sadie Marshall was introduced to the group as a new member.
3. Conflicts of interest declarations – as previous: Doug Vince's wife works at the practice as a receptionist.
4. Matters arising from meeting held 27 January 2016
 - (i) It was agreed that 'notes of decisions' rather than full minutes will be produced for future meetings. This will be reviewed **in 6 months?**
 - (ii) With reference to the existing pharmacy application, there is no update as the practice is still waiting for a panel to convene.
 - (iii) The minutes were agreed**Action – Boyd to publish minutes on practice website.**
5. Review of last meeting and how the group is developing
 - (i) Elizabeth has been introduced to practice staff at a training day and there is the potential to invite individual members to future meetings.
 - (ii) Name tags – these have been produced and are available for PPG members to wear on PPG business.
6. Going Forward paper
Doug introduced this paper, which was produced for the November 2015 meeting to generate discussion and enable all members to contribute to the success of the PPG.
7. Setting up documentation
 - (i) Draft Constitution - unanimous agreement to accept constitution
 - (ii) Code of Conduct Draft Appendix 1 – Elizabeth proposed to add Appendix 1 to the existing Code of Conduct. Following discussion on point 4 'speak up through the chair and show that silence signifies agreement', it was agreed that this point would be removed.
Action – Elizabeth to amend Code of Conduct draft Appendix 1 accordingly
 - (iii) Terms of Reference Draft Appendix 1 – agreed.
Action – Elizabeth to amend 'Meeting frequency and times' within Terms of Reference to 6.30-8.30pm.
Action – Once amendments made, Elizabeth to circulate documentation to all PPG members and Boyd to publish on practice website.
8. Feedback of Friends & Family and Healthwatch
Action – Boyd to ask Adrian to forward Healthwatch report to Kate for inclusion with distribution of meeting notes.

Discussion took place regarding how best to manage and coordinate patient feedback in future. John England and Jim offered to provide IT support at Caythorpe to demonstrate the practice website etc to patients. Patient feedback includes more than 'Friends & Family' feedback, which is collected via the practice reception every month and relates to 5 specific questions.

Action – Before the end of April, Nicola & Doug will draft a proposal for seeking patient feedback. This will be discussed with Boyd to ensure any issues from the practice are included. In addition, Nicola agreed to use this meeting to draft a proposal for PPG Awareness week.

Elizabeth to liaise with Jean and Brian regarding their availability to continue with patient feedback at Caythorpe. (Jean will be attending Patient Council meeting on 31 March)

9. Patient group survey feedback

Action – This will be a standing item and will be renamed 'Practice patient feedback' (Kate)

10. Newsletter

Issue 5 has now been produced. The group is looking for a minimum of £50-60 per quarter to increase production to enable the distribution to be extended within the practice catchment area. And potentially to produce leaflets to be inserted within the Village Link. To negate the need to include financial management within the PPG constitution, the potential of 'in-kind' sponsorship should be explored. Any sponsorship would be acknowledged with a 'one-liner' at the bottom of each page of the newsletter.

Action – Boyd to liaise with Dr Watts regarding potential local benefactor

Action – John England to research printing costs and speak to Co-op regarding criteria for funding applications and report back to next meeting.

11. Success so far

Action – Elizabeth to invite Claire Gasson (Care Coordinator) to a future meeting.

12. Raising the group's profile

(i) PPG Awareness Week – 6-11 June 2016. All members present offered to be available during this week.

Action – Nicola and Doug to draft a plan for the Awareness week, giving a presence in both surgeries to promote the PPG, practice website and newsletter.

13. Any other business

(i) Facebook – Agreement for this to be terminated as it is not currently effective, but to keep principle of social marketing alive.

14. Date of next meeting – **Wednesday 25th May Caythorpe 6.30pm**

Action – Kate to include SWOT analysis of PPG as main item. Any other items to be sent to Kate by 16 May 2016.

Meeting finished at 8.15pm

