

Minutes of Patient Participation Group Meeting, 15.05.15
Present: (patient) RT / DE / NR / JR / JB / EC / AB / BB /
DV / JL (practice) BG / AD / AW

MEETING CHAIRED BY BG

1. **Apologies:** NT (Healthwatch)
2. **Conflicts of interest:** DV noted that his wife works at the Practice. All present happy that this does not cause a conflict.
3. **Minutes:** Approved and published on practice website.
4. **Matter arising: Facebook** – currently have limited followers and would like to grow these numbers. **Newsletter** - Noted the enormous achievement of publishing the newsletter and also communicating with parish magazines. **Widening participation** – more patients have expressed an interest, looking to involve more people with skills useful to the group. **Code of conduct** – all present happy with COC and prepared to sign confidentiality agreements. AD to print copies for next meeting for all to sign. **Safeguarding** – If any members of the group encounter issues whilst in the surgery which they consider to be potential safeguarding issues then to direct patient to appropriate practice staff. Ultimately all patient group members to make clear to other patients that they are lay members of the public. BG to add safeguarding section to COC to be circulated to group. **Staffing** – Dr RT now in place at Practice and bringing additional capacity. BG noted that Practice very lucky to have recruited her in current GP employment climate.
5. **Healthwatch update:** JR updated group in NT absence and explained role of HW to new members. Healthwatch membership is changing with 2 types of member. Full members are expected to attend meetings and participate actively, associate members will just receive communication. HW is now receiving lots of queries from professional bodies requiring feedback both locally and nationally. Confirmed that Practice is now a HW hub and has received funding of £100 for this.
6. **Sub / Project groups:** Group has been very successful in raising membership. DV suggested it may be time to consider project groups for specific bodies of work ie Newsletter and F&F test to give ownership to specific areas. Was agreed as a good idea and a Newsletter group has formed including NR, RT, LB and EC. The F&F group includes JB, BB, DV and NR.
7. **F&F feedback:** DV presented feedback to the group from time spent by members of the patient group meeting other patients in the waiting room. BG responded in detail to specific points raised, largest theme related to access to appointments. Acknowledged that this is a national issue but that the vast majority of appointments are actually for planned care, whilst some appointments are for people who need to be seen soon ie within 2 weeks and the remainder are acute on the day appointments. The group currently struggling are those wishing to be seen within 2 weeks which tends to mean they end up being seen same day. BG acknowledged the tension but said this was a real battle for the practice to get right with the resources available. It was certainly hoped that the appointment of RT will go some way to addressing the situation. Several other issues were raised and group happy with response given. Newsletter will be used to inform other patients.
8. **Future F&F sessions in the waiting room:** All agreed that this had been a very valuable and worthwhile process which was definitely appreciated by the practice. Anyone having ideas for future sessions to liaise with AD.
9. **Newsletter** – Vote of thanks given to NT for huge effort put in to getting the first edition of the newsletter published. New articles discussed for second edition.

- 10. Cycle ride** – AW spoke to the group about the charity cycle ride he would shortly be undertaking with AD from Arnhem drive in Caythorpe to Arnhem Bridge in the Netherlands and back. All members of PPG invited to attend viewing of the film “A Bridge Too Far” at Ancaster surgery.
- 11. AOB:** Was raised that any other member of staff from the Practice would be very welcome to attend PPG meetings.
- 12. Date and time of next meeting** – 7th July 6:30pm at Ancaster.