

Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 25 May 2016

Present: Elizabeth Cole (Chair), John England (Vice Chair), Nicola Richardson, Doug Vince, Jim Malloch, Sadie Marshall, John Rose, Dr Tony Watts, Adrian Down, KH, Kate Holley (Secretary)

1. Apologies: Dr Boyd Gilmore

2. Introductions – KH was introduced and welcomed to the group as a potential new member.

3. Conflicts of interest declarations – as previous: Doug Vince's wife is an employee of the Practice.

4. Minutes & 5. Matters arising from meeting held 22 March 2016

Item 4: (i) It was agreed that there is no need to review the format of the meeting notes. (ii) The pharmacy application has been refused. Thanks were recorded for the support provided by the PPG. (iii) **Action – Adrian to publish the minutes from 27 January 2016 on the surgery website.**

Item 5: Revised nametags have been produced and thanks recorded to Nikki.

Item 7: PPG Documentation has been amended and published on the surgery website.

Item 8: There was not a Healthwatch report to circulate. Jean & Brian Burgess have withdrawn from the PPG.

Item 10: Dr Watts is still awaiting response from a potential benefactor. John E and Nicola have both spoken to printers. **Action – The Practice offered to provide the next print run while funding and printing options are being explored.**

Item 11: Claire Gasson is not available until the PPG meeting on 28 Sep 2016.

Item 13: Facebook page – Nicola is keeping it updated as it has recently received more 'likes' and has the potential to provide information to 'harder to reach' population.

Action: John E and Sadie proposed and seconded the notes as an accurate record of the meeting. Kate to amend and send to Adrian for publishing on the website.

CQC Inspection – The Practice is grateful for the PPG support. The inspector asked to pass on thanks to the PPG. Full CQC report is awaited.

6. Friends & Family feedback

The Practice receives 70-80 feedback forms per month, all strongly agree/agree would recommend. Information is shared with the Practice team.

7. Healthwatch

John R is still awaiting information on the revised grant from the County Council. Healthwatch is currently involved with a quality audit of ULHT (United Lincolnshire Hospital Trust), LCHS (Lincolnshire Community Health Services) & LPFT (Lincolnshire Primary Foundation Trust).

8. Practice Patient Feedback(ref. Item 11)

9. PPG Newsletter

The current issue is being compiled, it will feature the CQC inspection, staff appointments, evening surgery improvements, PPG success regarding pharmacy application, feedback from May patient feedback initiative & PPG Awareness Week, profile of Dr Watts, locations for picking up newsletters, back-room staff, organ donation and how to get more from your GP consultation. Deadline 10 June, to print 1 July.

10. Lincolnshire SW CCG Patient Council

Still awaiting notes from 31 March meeting. Matters raised include the need to include a confidentiality clause for personally identifiable information (PID) within the PPG code of conduct, request to liaise with the CCG if contacting local schools to avoid duplication, support for those who are hard of hearing, withheld telephone numbers and spam filters, request from the CCG for local activity/support groups such as 'knit & natter' and parent & toddler to enable CCG consultation, information on the Cinnamon Trust & Good Neighbour Scheme – (to be included in future newsletters.)

Next meeting 30 June. **Action – Kate & Nicola to attend.**

11. Website & Newsletter – May Initiative

Analysis to date and summary of feedback circulated. As previously agreed with Boyd, Nicola and Doug will put together a presentation of the results to enable the Practice to respond to feedback themes, which will be communicated to patients via the newsletter, website and noticeboards. **Action – July agenda item.**

12. PPG Awareness Week (6-10 June)

Request for additional members to attend the Tuesday open evening (6-8pm) session and if possible to attend a briefing/discussion session on plans for the week. **Action – all to respond to Nicola. If required, Diane Hansen (CCG) to be contacted for support.**

13. PPG SWOT Analysis

Discussion held on strengths, weaknesses, opportunities and threats for the PPG in order to inform future developments. **Action –Notes to be attached.**

14. Any other business

(i) Information received regarding Dementia Friends session. **Action - PPG members invited to look at www.dementiafriends.org.uk for individual consideration and feedback to July meeting.** Potential option of arranging awareness session for PPG members and patients.

(ii) Venue for future PPG meetings. **Action – it was agreed that future meetings will be held at Ancaster surgery, to be reviewed in 12 months.**

14. Date of next meeting – Tuesday 26 July at Ancaster at 6.30pm

Action –. Agenda items to be sent to Kate by 12 July 2016.

Meeting finished at 8.30pm