**SOVEREIGN PRACTICE PPG**

**MINUTES**

**Of the meeting held at**

**Princes Park Health Centre**

**On 02 October 2018**

Present: P Palmer (Chair), R Dine, D Spencer, K Ogden, G Townsend, J Hardy, B Hatcher, S Chell, R Miller, J Moffatt, P Vine, K Norwood

Apologies: E Laye

1. The Minutes of the last meeting were agreed and signed.
2. Matters Arising: RD - the ‘Flu Clinic on Saturday 29 October 2018. Firstly, he thanked all PPG volunteers who gave their time to help on the day. There were 6 clinics in operation but unfortunately the Practice ran out of supplies. JM said the Practice ordered 2000 vaccines but only received 800. They have ordered more and have been given a delivery date of 25 October 2018. How many they actually receive is out of their control. They did not receive nasal sprays for children at all. She had heard that some surgeries had not received any vaccines at all. However, there is a lot of publicity for people to go to pharmacies. It seems they receive their vaccines before surgeries. KO volunteered on the morning and was aware of discontent from patients when supplies ran out. It was a very fraught situation. DS has put up an apology/explanation letter in the surgery. RD thought this was most likely a nation-wide problem and GT suggested we complain to NHS. However, BH suggested we wait to monitor the situation until after the ‘Flu Clinics have finished. We will know the full extent of the problem by then. AGREED to re-address at December meeting.

RD reported that the MacMillan Coffee Morning was disappointingly slow, although we made about £140 on the day and still more contributions expected. There were more cakes than customers! He thanked EL and her team of volunteers for the work they put in. JH thought the PPG volunteers’ time was wasted at the coffee morning and we could have prepared more. Volunteers handed out Surveys on behalf of the Practice.

1. PPG Forum Report: SC reported that it was a more pleasant experience than the previous meeting. There were only 8 PPG members and 6 staff. She and EL would now like other members to attend these meetings. PP asked for volunteers, none were forthcoming so agreed we should try to have a rota. Next meeting is 21 November 2018 between 3 and 5 pm. Venue to be announced. SC reported that the forum were told of a £30 million wastage on medicines. They are calling on GPs not to prescribe medicines that can be bought over the counter at a pharmacy – STARTING NOW. SC handed out a list of self-care ailments that could be dealt with by a pharmacy. The forum also asked surgeries to reduce their use of plastic. They were also told that the CQC can evaluate the work of PPGs. Finally, ALL PPG members should sign the visitors’ book in reception on arrival and departure. PV asked how pharmacies will react to increased workload. SC said she’d learned from the forum that it is intended in future for all surgeries to have a resident pharmacist and a nurse who can issue prescriptions.
2. Newsletter. RD showed a simple A4 template he had produced. It could be put up in the surgery, on the PPG noticeboard and copies on our website and Facebook page. The Group agreed it was a good format. RD said it was a straight forward WORD document and he offered to go through it with The Editorial Team (RM, PV, EL). It was agreed the first issue would be in time for Christmas. BH suggested we feature a different GP each issue. KN agreed.
3. PP read her intended Presentation speech, on behalf of the Presentation Team and asked for feedback. The Team needed to know what points the group thought would be raised at the actual Presentation, so they could ‘fine-tune’ the Presentation. The Group thought the actual Presentation was good but questioned some of the suggestions . RD responded that it was not for us to tell staff how they will implement those suggestions. We are reporting the wishes of the patients who responded to our survey and putting forward suggested solutions. SC wanted the flip-chart text/graphics made clearer. DS suggested we have a Bullet Points sheet on the flip chart to summarise our suggestions at the end of the Presentation, after questions and answers. KN suggested that we run the Presentation on 23 October 2018 exactly as we had to the group today. She added that our current capacity outstrips demand. DS noted that we are running at 80% capacity. BH asked if we know of any other surgery currently implementing the suggestions in our Presentation. KO, JH and DS replied that Green Street surgery run a 3 week advance booking system and report that is works. The Group were asked to endorse the proposed Presentation. AGREED. JM/DS will arrange for available, interested, staff to meet at 1 pm in the main meeting room on 23 October 2018. PP, RD, KO and EL will set up at 12.30 that day.
4. Secretarial Role – GT has contacted 5 applicants, he is in correspondence with 2 interested applicants but they are on holiday until mid October. PP mentioned that we need to renew our PPG Affiliation by the end of October so asked GT to contact the applicants asap after their holidays so that they could be interviewed. If someone is chosen, their name will go on the renewal form. RD suggested a member of the Full Group is present at any interview, along with the Management Team. GT offered and the group agreed. The Group also agreed to endorse any selection made.
5. Correspondence :

GT no new e-mails other than correspondence with applicants who may wish to take up the Secretarial role.

RM – Facebook page is working now. She suggested we upload a group photograph to our Facebook page. Consider next meeting.

GT – Virtual Group. There are 6 members. How do we treat them? What info should they receive? PP suggested they receive the Minutes of each meeting. They could contact her or GT if they want something put on the next Agenda. GT will take on the task of forwarding info and Minutes to the Virtual Group.

Post – GT had received an application from a past member of Sovereign Practice staff to join the PPG. She is known to JH. GT will contact her regarding the Secretarial role and/or joining the Virtual Group. PP proposed that we re-assess our Group numbers in January 2019, ready for our AGM in March. It could be we feel we need to have extra members now we all know how much time we are putting in over and above meetings time. AGREED

1. AOB : RD reported that he and GT are meeting with IT staff member AH on Friday to see if it will be possible for them to take over our page on the TV monitor in Reception. Report back next meeting.

DS asked for volunteers to hand out Surveys on behalf of the Practice. Just turn up any time, no need to make arrangements. Any time gratefully accepted until the end of October, please.

1. Next meeting at 10 am on 13 November 2018

The meeting closed at 11.37

Signed.......*P Palmer*....................................

Date........13 November 2018......................................