**SOVEREIGN PRACTICE PPG**

**MINUTES**

**Of the Full Group Meeting**

**Held at Princes Park Health Centre**

**On 13 November 2018**

Present: P Palmer (Chair), R Dine, E Laye, S Chell, J Hardy, B Hatcher, R Miller, K Ogden,

P Veal, D Spencer, J Moffat, K Norwood

Apologies: G Townsend, G Willoughby

1. The Minutes of the last meeting were agreed and signed.
2. Matters Arising: item 4 – PP requested that the Editorial Team produce a newsletter in time for the next meeting on 11 December 2018 with a view to it being endorsed by the group and published before Christmas. Distribution would be by leaflet, website and Facebook. Agreed.
3. Secretarial Vacancy will be addressed in AOB by DS.
4. Facebook photo. It was agreed that a group photo would be taken at the next meeting for use on Facebook and in the newsletter. All members have the option to withdraw.
5. Presentation: DS reported that she had received a favourable first response to our Presentation. It had been agreed in principle by most of those present at the Presentation but she could not be more precise until she receives a firm response. Both DS and JM agreed responses had been positive by most GPs. DS commented that those present were impressed with the PPG’s Presentation.

JH commented that PP’s report of the Presentation was very useful and we should now await a definite response. He added that he had been involved in helping patients complete a recent Practice Survey and he noted their discontent about some areas was evident. Therefore, those responses will support our requests. SC added that patients found those recent surveys too long and became bored. DS confirmed that it was based on last year’s format and it will be shorter next year. JH thought DNA figures should have been raised in the Presentation. RD replied that it wasn’t included as the subject had already been addressed by putting figures on the noticeboard and will be further highlighted on the TV monitor, on-line, Facebook and in the newsletter. BH disagreed that there were lots of GPs available in the afternoons. DS confirmed there was a full compliment of 9 GPs on duty all day on Mondays and Tuesdays. Other days vary according to GPs clinics and other commitments. She added that we need to respect their need to discuss and respond to us before we take any further action. PP suggested we discuss further when we have something more concrete to discuss. Agreed,

1. Next PPG Forum: JH will attend. BH and/or PV will also try to attend. Date - 21 November 2018. PP will send Agenda and last Minutes to all three. Feedback next meeting.
2. Adding PPG info to TV Monitor. RD explained system and is prepared to take on preparing PowerPoint format to add info to the screen for us. PP asked if group agreed to RD taking on the task. All Agreed. RD will start with DNA (Did Not Attend) figures BH asked that we emphasise the effect DNAs have on other patients. Agreed we put “Can’t show? Let us know” alongside the figures each month. RD will bring a dummy screen to next meeting. DrN commented that a patient did not attend an appointment today, one that was made this morning! JM confirmed that it is a regular event for patients not to attend pre-booked appointments and ones they make that day. Appointments made in advance are always reminded by text if the Practice hold a mobile number. Even this does not remind patients to either attend or cancel. PPG will try to work with the Practice to reduce DNAs.
3. Correspondence: no recent post or e-mails. RM reported a problem adding items to Facebook but she is in contact with AH in IT to resolve the problem.
4. AOB: DS reported that there are 2 more ‘Flu jab clinics arranged, 23 and 28 November 2018, and they are both fully booked. She suggested these sessions could be an opportunity to approach patients on 3 topics:
   1. Ask patients if they would be interested in the Secretarial Vacancy.
   2. Hand out a Practice update survey on smoking.
   3. Highlight a Charity Challenge through MediTech Trust who are raising funds to buy a Lithotriptor machine for Eastbourne District General Hospital. They wish to raise £2500 by on-line donations so that they can benefit from an offer from Pledgers, a match-funding group, to double the donations to £5000. Donations should be made between 27 November 2018 and 04 December 2018. Volunteers would approach patients to donate £5 or more during those dates. PV asked if this would benefit Sovereign Practice Patients. DrN suggested DS asked clinical staff how our patients would benefit. PP asked for a vote to support the charity event. All agreed in principle asking DS to report back asap.
   4. PP asked for volunteers to help on those dates. 23 November – RM, RD, EL, BH, KO. 28 November – PV, PP, DS .
   5. JH had been discussing why the previous PPG failed. He asked for it to be minuted that this current group had made a tremendous step forward and were working well together. PV asked for a vote of thanks to the Presentation Team. Agreed.
   6. JH and KO will be visiting Stone Cross PPG on 06 December 2018 and Park Practice on 14 January 2019. At both, the Practice Manager chairs the PPG meetings. They will report back at subsequent meetings.
5. The date of the next meeting will be at 10 am on 11 December 2018

There being no further business the meeting ended at 11.10 am.

Signed............***Patricia Palmer***...............

Date.........***11 December 2018***................