**SOVEREIGN PRACTICE PPG**

**MINUTES**

**of the Full Group Meeting**

**held at Princes Park Health Centre**

**on 11 September 2018**

Present: P Palmer (Chair), R Dine (Vice Chair), E Laye (Treasurer), D Spencer (CQC), S Chell, J Hardy, R Miller, K Ogden, G Townsend, P Veal, J Moffatt, Dr K Norwood

Apologies: B Hatcher

1. The Minutes of the previous meeting were agreed and signed.
2. No matters arising.
3. MacMillan Coffee Morning on Friday 28 September 2018. EL reported that 30+ cakes had been promised to Practice staff. She has received the Charity Kit and will purchase extra items. Advertising posters will be put up in the surgery and local shops by Friday (14 September 2018). PPG volunteers (EL, GT, JH, RD) to arrive from 08.30 ready to start the sale at 10am, finishing at 12.15. JM said Practice staff will start setting up the previous evening. RM offered to come in after 3pm on the day to help clear up. However, JM said staff are happy to do that job. They will also sort out the pricing of cakes ready for sale. The sale will take place in the back of the waiting area and the meeting room. DS asked PPG volunteers to also hand out the Practice Patient Satisfaction Survey sheets.
4. ‘Flu jab clinic is scheduled for Saturday 29 September 2018. No other dates confirmed yet. RD has spoken to Lead Nurse Tracey who thinks they will need a maximum of 3 PPG volunteers in attendance as Practice staff will also be helping. JM agreed. Volunteers to arrive by 08.30 and receive their jabs first before guiding patients to appropriate rooms. DS suggested PPG volunteers could hand out Practice Patient Satisfaction Survey sheets and any cakes left over from the previous day’s cake sale. PPG volunteers are RD, PV, SC, KO, RM, EL, JH. Agreed that RD will compile rota. JM warned there are usually 500-800 patients expected to take up the ‘Flu jabs. Subsequent clinic dates will be circulated once received by Practice.
5. Next PPG Full Group Meeting. Because 2 members will be absent on 09 October 2018, the Chair proposed bringing the meeting forward to 02 October 2018. This would enable the Survey Presentation Team to run their presentation past the Full Group before meeting with the Partners. AGREED. The provisional date for the presentation was 23 October 2018. However Dr KN mentioned that was half term and could be difficult for some staff to attend. The next date suggested was 30 October 2018. DS and JM to confirm which date.
6. Form of Presentation. RD suggested the Presentation should take a maximum of 15 minutes and be based on bullet points. It should be precise, emphatic and based only on patients’ wishes/requirements. Dr KN warned against being overly aggressive. Watch language, do not demand, ask to help instigate patients’ requests in order to improve the system. RD confirmed that was the reason for a ‘dummy run’ to the Full Group at the next meeting. Dr KN asked if appropriate staff could be made aware of Presentation in order to have their responses/information to hand. The Chair noted her request. RD gave a brief example of the present system not having continuity. It was agreed there appears to be issues with communication and continuity, something that will be addressed in the Presentation.
7. Recent visit to Green Street Practice by KO and JH. JH distributed an example of their Newsletter, their 2018 survey and a resumė of their meeting with the Practice’s PPG Chair, Janet French. Both our members found the meeting informative and valuable. An invitation was extended by Janet French for us to attend the opening of their new building – a future project. They do not think it worth having a Virtual Group. Regarding the newsletter, they have 1000 printed at a cost of £360, something for us to consider when setting up our own proposed newsletter. Green Street Practice have a 24/7 automated appointments system (computerised phone call) and a 3 week ahead booking system.

At 11 am both JM and Dr KN left the meeting.

1. Proposed Sovereign Practice PPG Newsletter. The Green Street Practice example was discussed, along with templates devised by RD. RM and PV had previously stated their interest in producing a PPG Newsletter. After group discussion it was suggested that they and EL (as Editor) form an Editorial Team with the hope that our first newsletter could be out for Christmas 2018. RD suggested putting the newsletter on-line and a hardcopy on the PPG notice board. It was considered a waste of money to produce too many hardcopies. RD will produce a template for the Editorial Team to work from and there will be further discussion at the next meeting regarding frequency of newsletter. Most of the members thought sponsorship was not an option yet.
2. Website/emails/Facebook/Virtual Group/Post: JH – no post. GT – thought a Virtual Group important but it is underused at present. We need younger patients involved and should devise a way to publicise it. DS suggested a younger staff member may be willing to meet with GT and RM to work out a way to get younger patients involved with the Virtual Group and our Facebook group. More people are using Social Media and we need to be involved and keep up with it. DS then mentioned that the Practice IT staff are extremely busy so perhaps a member of our group could be trained up in order to upload our own information content onto screen and website. The software is available but staff time is limited. PP suggested asking new applicants to the PPG about their IT expertise.. RD stated he was willing to look at the system informally to see if it is feasible for him to take it on. AGREED by group. RD will try to get an appointment with IT Lead Alex. Facebook: GT reported that there are only 2 members and it is proving difficult to access. RM will try to set our page up again and liaise with GT. If the problems continue GT will try to meet with Alex also. RM- no e-mails received.
3. Guest Speakers: RD proposed we stop inviting guest speakers as a matter of course unless their area of expertise is relevant to our proposed monthly stand-alone sessions, and then on a different day to our meeting days. JH said he would like to invite Esperance Hospital and St Wilfred’s Hospice speakers. He hadn’t felt previous speakers had enhanced our meetings. He mentioned that Green Street Practice limit their PPG meetings to one hour. KO and PV proposed starting meetings at 09.30 if we were to invite a speaker to our meetings and the Chair should limit their time to 25 or 20 minutes, A vote was taken and the second proposal was agreed. Therefore all future speakers will have a time limit, at meetings that commence at 09.30.
4. Any Other Business. PP (Chair) has been taking meetings notes and producing Minutes in the absence of a Secretary. As we take on more projects it is evident the group needs a permanent Secretary. PP asked if any member of the group would take on the role. No offers forthcoming. GT had contacted 3 applicants on our waiting list but without success. DS gave GT other applications for him to contact regarding their secretarial skills. If no joy, he’ll ask if they wish to join the Virtual Group. Report back next meeting.
5. The date of the next meeting is 02 October 2018 at 10.00

There being no further business, the meeting closed at 12.00

Signed...........................................

Date..............................................