**SOVEREIGN PRACTICE PPG**

**MINUTES**

**Of the Full Group Meeting**

**Held at Princes Park Health Centre**

**On 14 August 2018**

Present: R Dine (A/Chair), J Hardy, B Hatcher, R Miller, K Ogden, G Townsend, P Veal, J Moffatt, D Spencer

Apologies for Absence: P Palmer, E Laye, S Chell, K Norwood

1. Before asking the committee to agree the minutes of the previous meeting RD asked permission from the group to delete from the record the Bold Paragraph on page 3 as he felt it was not the right place to emphasize the point being raised. This was accepted without further discussion. The Minutes of the previous meeting were agreed and signed.
2. Matters Arising. JH asked if he could clarify one point in respect of Item 7 (on page 3) relating to involvement with other PPGs. He stated he merely meant to suggest we continue to liaise with PPG members in some format (i.e. small discussion groups) and not to imply we invite them to our meetings. He recognized the time element was an issue. This was accepted.
3. DS gave a summary of the intention to run a MacMillan Coffee Morning at the surgery and also the Flu Jab Clinics on three (3) Saturday mornings, dates to be confirmed. We discussed whether to use those events to conduct the Princes Park Practice Survey, last conducted in March 2017, and overdue as required. After some discussion, it was felt that the MacMillan day was ideal for the survey but not on the Flu vaccination days. DS advised that the surgery was considering how they would conduct the Flu vaccination mornings but that two (2) distinct groups of people would need to be identified, - 65 years, +65 years, as the vaccination was different this year for each group. It was felt we might need four (4) people for each day to support the surgery staff also on duty. RD agreed to set up and record availability of members willing to participate.
4. BH then gave a comprehensive report on the appointments systems being used by other GP Practices in Surrey and London in addition to Sussex. It was clear that there was no uniformity amongst the different practices with perhaps the possible exception of the use of triage was more evident. He identified many similar issues to those that we found during our recent survey. It was the non-conformity of a standard practice across the board that was glaring. Anything from daily bookable only to 4 weekly bookable appointments. RD thanked BH for his efforts in carrying out this investigation for us.
5. JH gave his report, made in conjunction with KO, into his dealings with two local PPGs, The Park Practice and The Green Street Surgery. The Park Practice PPG meets quarterly each year. He stated it was difficult to make contact with that group. It appears that the practice manager is Chair of the group. He has received a tacit agreement that someone will make contact after their next meeting due in either September or October. JH stated that, after attending the surgery and examining their waiting area, he found no indication at all of any PPG information or that it even existed. The Green Street Surgery, however, was totally different. Their Chair was happy to meet with and discuss PPG matters and a meeting had been scheduled for the 3rd September with JH and KO. They were planning a newsletter to be sent out every 3 months to begin with. A report on that meeting will be given at our next meeting.
6. Presentation by Julie Tremlin: Julie is a Locality Link Worker with the Eastbourne Specific Services whose role is to connect various healthcare organizations with Voluntary Services in the Community and for the last two years she has been involved with adult social care. She delivered a fascinating insight into what could be achieved with a little foresight and knowledge of what was available to the public. She circulated a number of information leaflets on a variety of subjects, explained about future events coming up and was very happy to offer her support to the group with any future events we were planning to hold. Members asked a number of questions during her talk which she freely answered. The only down side was that she is not certain her role will still remain after her current contract expires early next year, government cuts?. RD asked, at the conclusion of her talk, if she would be happy to attend again, in the future, and meet with those members unfortunate to have missed her this time around. She was very happy to agree and stated she would also attend any event, if at all possible, if appropriate. RD thanked her, on behalf of the group, for her attendance and contribution.
7. JH passed over some belatedly received survey sheets from our appointments survey in May. He also handed over an application to join the PPG from a Lord Terence Grant for consideration. GT stated that the Facebook Page was set up and that he had asked for some minor adjustments to be made. The email address was being monitored and some issues replied to.
8. RD gave a short presentation on the main issues to be raised with the partners when the meeting is arranged. He agreed to circulate the document for discussion to all members before the next meeting but stated that the final draft would be reduced to bullet points. A final selection from all members would be needed to select the presentation team. This would need to be agreed.
9. Any Other Business: JH asked whether a talk from one of the Triage Nurses might prove very useful at some point to the group. If it is adopted then we could help explain its purpose to patients.

GT suggested that IT issues might become a permanent agenda item now that we are up and running digitally speaking. RD stated he would ask PP to add to the agenda for future meetings.

The next meeting will take place at 10am on 11 September 2018.

There being no further business, the meeting closed at 12.15

**Signed...............*Patricia Palmer (Chair)*...............**

**Date........*10 September 2018*.........................**