**SOVEREIGN PRACTICE PPG**

**MINUTES OF THE GROUP MEETING**

**Held at Princes Park Health Centre**

**On 11th May 2019 at 10.00**

Present: R Dine (Chair), E Laye, M Mottram, K Ogden, , J Hardy, P Veal, S Chell, J Moffatt, Dr K Norwood.

Apologies: P Palmer, P Veal, R Miller, B Hatcher

RD announced that Barry had resigned from the committee due to personal circumstances changing and he felt unable to continue working with us. On behalf of the committee Roger recorded grateful thanks for all Barry’s work on the Full Group over the last 12-14 months.

1. The **Minutes** of the last meeting in April 2019 were agreed and signed.
2. **Matters Arising:** None
3. **PPG Awareness week**. RD discussed Drop-in arrangements. One of the issues is that we need to think carefully for the next two years about how to do any events. Also, issues contacting some of the groups due to difficulties soliciting replies. Also consider booking of room sufficiently in advance for the events. We may have issues if not thought of far enough in advance.

If we intend to hold regular drop-ins, we need to thin k about what and how to arrange these events. He suggested 4 times a year, that ties in with regular commitments already involved with the next 2019/20 events. The events would be in March, June, September and December. This was agreed at the last meeting and we are looking to do the same for next year. If we can provide more information, then maybe more people will come along. RD said that Mondays would probably be the best day to try and arrange the main drop-ins as it was the best day of week for surgery attendance. Third Monday of the month was thought suitable. However, JM pointed out that this would conflict with the Diabetic Clinic held on that Monday between 9 and 12. RD suggested Tuesday would be second best if meeting room was available then. JM is to check availability. RD said we need to sort out how we are going to do the events. We do have preliminary arrangements in place but we need to find a suitable day in that particular month that we can book sufficiently in advance so we can run it. Maybe for the following year we might need to negotiate. This will be looked at again at the June meeting.

The confirmation list for 11/12 June 2019 is as follows:

**Tuesday – 11th June**

Boots Pharmacy (all day)

One You East Sussex ( 10-12)

Health in Mind (10-12 and 2-4)

Podiatry Service (2-4)

Dementia Support (2-4)

**Wednesday 12th June**

Boots Pharmacy (All Day)

Community Stuff (10-12 and 2-4)

Health in Mind (10-12 and 2-4)

Podiatry Service (2-4)

RD said that three people per session would be needed to help with refreshments and pointing people in the right direction etc

People then volunteered and their names are listed as:

Tuesday, 11th – Morning: Patricia, John, Keith: Afternoon: Ellen, Pat V, Roger

Wednesday 12th – Morning Pat V, John: Afternoon: Su, Patricia and Ellen.

1. **Questionnaire Follow-ups** –RD asked if we should do a follow-up to compare like for like or add in a different element. After some discussion JM suggested we do the same questionnaire as the year before to compare with the same questions. RD is to repeat questionnaire but consider adding an additional question.
2. **Second Drop-in Feedback** –RD said that it was advisable to carry on with quarterly Drop-Ins during 2020. All dealt with**.**
3. **Waiting Area Walls/posters**. JM advised that the nurses had stated their preference to maintain the notice boards within the surgery. Our board had been left alone and JM said that they could not put anything on the free-standing board because there was no way of attaching anything. It was suggested that small double-sided Velcro stickers would do the job and JM would look into this.
4. **Committee Members.** RD said we needed a new member to replace Barry. JH suggested Linda Jenkins. RD asked if she was still interested. JH to contact LJ by phone and if interested, send address to Rosann and MM for information. MM was asked to send an email to those listed on the Virtual Group to see if any one of them might be interested.

A couple of members are having trouble attending meetings. The original intention was to have a 50/50 split (men and women). The only observation is that PP asked us to raise this for consideration. The committee agreed that there would be no objection if the persons are right for the role.

JH said it was not easy to find an alternative. The committee agreed unanimously that 12 people were needed on the committee. Members of this committee were asked to send an e-mail to MM so an application form can be filled in and sent to Dee for her to undertake the necessary suitability checks to serve. A formal interview would then follow for any members identified as potential candidates.

1. **PPG FORUM**

John gave out a printout of his last meeting of the PPG Forum and explained what was happening regarding Primary Care Networks. This will definitely be happening in 2020/2021. A Primary Care Network would have anything up to 50,000 members. Social prescribing would be in consultation with GPs. More help would be needed from people such as paramedics and pharmacists. The next meeting is in 3 months

RD asked what was the general response when asked questions? JH said S Smith made an excellent report. It was going to be interesting to see what happens.

1. **Correspondence.** Rosann sent an e-mail to Patricia about correspondence from the daughter of a patient. This concerns a problem they have with prescriptions. We have asked the reason for forwarding the e-mail to JM - because it is a surgery matter rather than ours, RD to discuss with JM.

AGM question dealt with. JM was asked who to forward on written complaints. RD said Graham Willoughby and Dee deal with them.

If we get a complaint face to face, then refer them to Graham and the surgery will sort it out. Rosann to action with a cc to DS.

Correspondence Register RD said a correspondence register would now be kept by MM.

**AOB**. EL mentioned she had still not received the £10.00 for the bunting material. JM went out and brought the payment in and gave it to EL.

JH Written to number of practices. Visiting 6th June Downlands Polegate 1.00. Bridgeside talking to Ralph Olsen and invited to 20 September PPG meeting. RD said he had sent a copy of the constitution to Lynn for Ralph. JH also going to Arlington Road. Only problem is Stone Cross.

JH asked why we could not have a larger screen in the waiting room. It was pointed out that it was quite difficult to get the TV system updated. RD suggested that most patients did not bother to read it because they only checked if their name had come up for their appointment.

KN said the TV screen was what patients really needed.

RD read out the number of DNAs – April DNAs 6700, 147 non-attendance and 720 cancelled. Should we put this this into a graph and change it monthly? JH also discussed local issues. At the last meeting about DNAs other issues were overtaken. Alex and RD are available on same day. RD said he was happy to send direct to Alex as this saves him going in. He is to have word with Alex.

JH mentioned the questionnaire comments sheet about making appointments 3 weeks in advance is incorrect. RD said he was under the impression that this had been agreed but it was very hard to pre-book because it would be very difficult to move patients at last minute. It was difficult to implement on a regular basis. He suggested putting something in the Newsletter about this.

A difficult patient said this was not being done after we said it was. JH read out the comment and KN said if someone booked too far in advance then this would lead to more DNAs. The committee appreciated the difficulty although the patients had said what they wanted.

EL said the Newsletter would be published four times a year and Practice news to go into Newsletter. News about appointment times. Next one will be ready for June Awareness Week.

JM mentioned that this surgery is involved with the Park Run and it would be good to put it into the newsletter.

JM also mentioned that in February and September the surgery closes for all Doctors to have training.

It was mentioned that each PPG was allocated £5,000.00 and it was felt this would cover both TVs.

The Meeting closed at 11.43

The next Group meeting will be on 4 June 2019 at 10.00am

Signed……*Patricia Palmer*………………Chair……….…….

Date……*04 June 2019*………………………...…………….