**SOVEREIGN PRACTICE PPG**

**MINUTES**

**of the Full Group Meeting**

**held at Princes Park Health Centre**

**On 12 June 2018**

Present: Patricia Palmer (Chair), Roger Dine, Ellen Laye, Su Chell, John Hardy, Barry Hatcher,

Keith Ogden, Dee Spencer. Dr Karen Norwood.

Apologies for Absence: Rosann Miller, Jacky Moffatt, Glenn Townsend

Absent: Pat Veal

1. The Minutes of the previous meeting were agreed and signed.
2. Matters Arising: Item 4 – as PPG leaflets were ordered from printer before an e-mail address was set up, Dee offered to print out stickers which members will attach to remaining leaflets.

Item 10 – Ellen and Su will report back at the next meeting (July) about the PPG Forum they attended in May, as today’s meeting will be mostly dedicated to Awareness Week feedback.

1. Patricia thanked all members who attended Awareness Week especially as it was very busy and tiring. Everyone worked hard to engage with patients. Ellen wanted to minute the fact they we all worked together as a very tight team. Ellen and Barry suggested we are present in the Practice one day per month, in order to sustain our profile and enable patients to connect with us and our aims. All agreed people seemed to like face-to-face contact. Roger asked if Practice would agree to a regular session. Dee thought so but vacant rooms would be a problem. Barry suggested a table at the back of the extra seating area. A vote was taken and carried by all present. We will try to start in a couple of months.
2. Awareness Week Feedback:

Ellen: Plenty of feed back but it was evident too that patients liked to come in and chat informally over a drink and biscuit.

John: he did not receive any complaints about the Practice staff or Boots pharmacy. Three members per session was about right.

Su: It felt a good working arrangement and made the Practice more friendly and approachable. She felt it was a brilliant week.

Keith: Many patients want a Triage Nurse system. Not everyone on-line so need to consider other ways to publicise ourselves.

Barry: We should consider having a different local agency, including those supporting us last week, present alongside us each month. All agreed that was a good idea.

Roger: noted that consultants from the Esperance Hospital were available to address the Group on various topics. Dee noted that they hold a monthly multi-disciplinary meeting which some of us could attend. Patricia suggested asking Josh Broadway to address the group about other local agencies so that we are more aware of their work before we start a monthly presence at the Practice.

Dee: There was a good ’buzz’ about the building all week. Patients seemed more receptive. Boots Area Manager attended one session and was very impressed with the set-up. Dee congratulated all PPG members for the way the whole week was organised and business carried out.

Dr Karen Norwood: No problems to GPs whilst we were in the building. We were invisible! She thought we were making a difference as a group, being pro-active and she felt patients were more light-hearted during the week. She thought our suggestion of a monthly presence would help GPs get vital information to patients regarding clinics available at the Practice and outside agencies.

Patricia: TV screen publicity did not work as text too small to read easily. All agreed. She will ask for an on-going PPG publicity screen to be featured regularly, showing our e-mail address (less words, bigger legible text!). She noted that the text message sent out by the Practice to alert patients to our presence worked very well. Some sessions we were inundated with patients wanting to complete the survey. It was also agreed to have a post tray in Reception for patients unable to access the internet. John has agreed to monitor it. Patricia has e-mailed every member of the PPG, the Practice staff (inc GPs), all outside agencies who supported us with their presence or information and the local Co-op (who generously donated a huge amount of produce for quiz prizes), thanking them for their help and support during our Launch and Awareness Week. She has received positive feedback from OneYou and Credit Union who would like to work with us again.

1. Roger explained the initial outcome of the questionnaire. There were 543 forms completed. He showed the various ways we can present the data to patients, on his laptop – pie charts/ bar charts etc. The group agreed that he should analyse the data and , once formatted, liaise with Dee and Alex (IT Lead) before any presentation to the partners is made. Additional comments made on the forms would be analysed by individual members of the group. Barry would select a few general topics that the group could use. Everyone took a pile of forms to analyse.

Karen suggested the information should be presented on one page in order to be well received by GPs. Simplicity having more impact. In addition, a separate page for comments and explanation of charts. Roger agreed to produce a draft and get Karen’s opinion.

Once all the data has been gathered, the forms will be shredded as they were all completed anonymously. The data will be the property of the Practice and deleted from Roger’s laptop.

1. AOB: a)Patricia reminded members that she always e-mails the draft Minutes to everyone within a week of the meeting. It is important that she receives comments, additions, deletions or alterations before the next meeting. She also emphasised that she sends on relevant e-mails she receives that may be of interest to members, so it is important everyone checks their in-box regularly please. She will not be contacting any members by phone or letter. It is too time consuming.

b)John suggested we continue our previous intention of liaising with other PPGs in order to identify admin procedures carried out by their respective Practices. It was agreed that John instigates such meetings and requests the company of one other member each time. Agreed. Barry offered to contact a Practice in South London area.

c)There has been one application to join the PPG – Dee will hold it for now. Also, one application to join the Virtual PPG which will be passed to Glenn.

d)Rosann had contacted Roger about the malfunction of the PPG e-mail account. Roger to contact Alex.

f)Discussion ensued regarding the large amount of appointments missed. Suggestions of “name and shame” message on our TV screen publicity. Need to carefully consider wording. More next meeting.

g)Barry offered a vote of thanks to Patricia for organising and overseeing the successful running of the Awareness Week.

Date of the next meet will be Tuesday 10 July 2018 at 10 am.

There being no other business, the meeting closed at 11.58.

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

Date................***10 July 2018***.........