**SOVEREIGN PRACTICE PPG**

 **MINUTESOF THE FULL GROUP MEETING**

**Held at Princes Park Health Centre**

**On 9th April 2019 at 10.00**

Present: P Palmer (chair), R Dine, E Laye, M Mottram, K Ogden, G Townsend, B Hatcher, J Hardy, P Veal,

S Chell, R Miller, J Moffatt, Dr K Norwood.

Apologies: None

Guests from Stone Cross: Lynn and Caroline.

1. The **Minutes** of the last meeting in February 2019 were agreed and signed.
2. **Matters Arising:** None
3. **Second Drop-in Feedback.** It was successful and there had been a steady flow of people finding out who to talk to for information. When asked about different agencies we informed them we have a long list of agencies and are looking into some of them. We will keep a register of other agencies and contact them if we particularly want one of them to attend a drop-in event. Then we can get in touch. (SC, DS, KO,RD and PP.) the drop-in overall was very friendly and helpful but It was thought that a shorter time for the next Drop-in would be better – 2 to 4 was suggested but setting up needed to be done from 1.30. This was Agreed.

The question was raised about whether there was a Mental Health clinic. PP was to ask about this.

It was agreed that future sessions take place between 10 and 12 and 2 and 4. Aldo, the first session had not been publicised enough.

JH said the last drop-in was much better than the first and RD said it went very well and the question of a Well Woman Clinic was raised. Shingles, Mental Health and Bereavement were mentioned. Also, could patients with special conditions be allocated to Doctors specialising in these conditions was mentioned. It was something to discuss..

RD said that he was looking into requesting a TV screen for Appointments be installed in the meeting room. This would help patients and they would probably be more willing to come in to the drop-in if they knew they could keep their appointment on time instead of having to go into the waiting room to check.

1. **PPG Awareness week**. PP said that the next Awareness week would be held in June 2019 and this would take place on the day of the regular monthly meeting. She asked if the members would prefer two-monthly or quarterly for Drop-In Awareness meetings. There was a unanimous vote for quarterly for this year and another vote to take place again next year.

Regarding the question of advertising, JH asked how the Doctors and nurses were informed. PP said she lets them know but the feedback seemed to be that there was a lack of communication between everyone. Therefore the publicity within the surgery was not good. It was suggested RD have a discussion with Sue and Jackie to find out the appropriate way of dealing with this and he would get back with the result of the decision.

1. **June Meeting**. PP asked if an extra Full Group meeting was required for June as the scheduled meeting would be on one of the Awareness Days (11 June). It was agreed to hold an extra meeting on 04 June. Health professionals would need to be invited on 11 & 12 June. Volunteers were needed for this and PP took names and said she would get back to them.

**Questionnaire Follow-ups**. RD said the results from the previous one had been helpful and put forward the suggestion for the second revised questionnaire. He was also wanting feedback about how it should be printed. A DID YOU KNOW? Question would be put on the front and the questions overleaf. It was agreed to discuss the questions at the May meeting.

It was also mentioned that RD should check with JM to avoid duplication of questionnaires.

PP polled members regarding the June PPG meeting being help a week earlier, due to the Awareness week including our usual date, It was agreed that the meeting take place on 4th June and PP will let the Group know about the room where the meeting will be held.

1. **Waiting Area Walls/posters**. BH reported that all the information was dotted around in different places and the board which was put up at the patient log-in screen was not working well because pins could not be used to put up leaflets; but now PPG notices are in a prominent place on the waiting room wall next to the fish tank. The other various dates were on the other side and have been cut down to target more patients, together with the leaflets, which are now together in one place. The notice board should be inspected regularly to ensure no other posters are put on top of it. He suggested meeting with Simon and Jacky to see what can be done. Maybe a tray in reception but it would need to be checked. BH was prepared to monitor this . It was agreed that Barry would send an e-mail to discuss getting together and see what could be done.

PP raised the issue of mental health. This had been covered by Health in Mind and wanted to know if it needed a Doctor’s diagnosis. Was there also a separate clinic for Elderly patients. KN said that the surgery had just started a mental health clinic with Becky. These are half hour appointments. There is also an NHS/private clinic at St Marys House who mainly they deal with NHS patients. Doctors can deal with less serious problems through Health & Mind community.

Bereavement is covered by CRUSE

RD also raised a question regarding a patient who could not get a shingles inoculation. RD said the patient was 76 but could not get an inoculation until the age of 78. Was there a problem with this. KN said that for about 2-3 years shingles vaccine had been in short supply therefore the target for people of 80 was set. She suggested each patient contact reception discuss this.

RD suggested an e-mail to the surgery about specific topics but KN said if that were to happen the surgery would be unable to cope because it would be inundated with requests.

1. JH said the support of Jackie and her staff was essential to the PPG Group. They would also like advance notice of any questions. JH suggested there might be a meeting with Tracey’s staff but PP noted it may be considered unsuitable due to patient confidentiality.
2. **Correspondence**. The group were reminded of a tray in Reception for any PPG correspondence which is monitored by JH.

Following the AGM last month PP provided a copy of an e-mail from a member for consideration by the Group. She had also drafted a reply to this letter and covered the questions raised.

KN said that a triage system where paramedics or Nurse Specialist would be seen was tried but the surgery found it was taking away from other things.

RD suggested that correspondence from patients should be sent, within 5 working days, to MM and PP and a reply should be forthcoming within 14 days. RD also suggested a correspondence register be kept. The draft body of the reply would be something like “Thank you for your comments. We are actively working with the practice to make changes where appropriate”

**KN requested a copy of the letter to take to the Partner’s meeting.**

KN also mentioned that she was at the last Drop-in day.

PP also mentioned that she had looked at the website for the e-mail letter and it was a much bigger practice that this one.

1. Newsletter. PP asked for views on how often the Newsletter should be sent out. It was suggested March, June, September and December. There should definitely be one in December (at the end of the year). The AGM took place in March. June was the PPG Awareness Week and September was Flue injection time. EL was to deal with this and send organise with Editorial Team. There would also be a table with the newsletter on it by the Notice Board. It was agreed that this newsletter should go out quarterly.
2. AOB. PP thanked Dee for her help and support over the year in setting up this Group.

PP also produced a calendar which showed dates of monthly meetings.

PP also mentioned that The McMillan Coffee morning would be taking place and volunteers were needed. EL was to arrange this. There was also the Virtual Group and BH suggested maybe 2 members of this group could be co-opted if needed.

PP also said that the date for the next PPG Forum meeting was 8th of May from 10-12 taking place in Seaford.

The matter of committee member numbers was raised and PP said, although there was interest from more people wanting to be on the committee 10 members was about the best. She asked for Group’s thoughts. It was agreed to keep at 10 but revisit at future meeting.

There was also the matter of event days and when they could take place and it was suggested Tuesday would be best.

Chairs. MM asked if there was a reason why there were no armed-chairs in the reception area. RD said she would ask Jacky and Graham about this.

**Park Practice visitors**. The two representatives from Park Practice said they were very pleased to see how Sovereign Practice PPG operated and they were requesting help in organising their own PPG. Notes on this are attached.

The Meeting closed at 11.55

The next Group meeting will be on 14th May at 10.00am

Signed…………………*Roger Dine (Vice Chair)*…………………………………….

Date……………………*14 May 2019*………………………………….