**SOVEREIGN PRACTICE PPG**

**MINUTES**

**Of the Full Group Meeting**

**Held at Princes Park Health Centre**

**On 11 December 2018 at 10 am**

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

Apologies: B Hatcher, P Veal

1. The Minutes of the last meeting were agreed and signed.
2. Matters Arising – None.
3. Newsletter – EL/RM passed around a draft copy of the new PPG Newsletter. It was agreed to omit the article about Dr Andrews’ day in favour of more information regarding services offered by the Practice. It was evident from the recent Practice Survey that many patients were unaware of these services. A few printed copies will be left in Reception plus one on our Notice board. It will be uploaded to the website and Facebook. A prompt will be put on the TV monitor also. Once the group photo has been taken at the end of the meeting, the Winter Edition will be ready to go. EL said PV had been made Editor in Chief, working with EL and RM. The Group were impressed with the draft and PP offered formal thanks to the Editorial Team for their hard work producing the first issue.
4. Practice Patient Survey and Presentation news – DS. 390 Practice questionnaires were collected in and DS had produced a summary of the results. There was an improving trend in many areas but the questions that showed disappointing results were those relating to phoning for appointments and waiting times, once an appointment had been made (Q7 & Q9). Also, Q10 (Awareness of other on-line services), showed a definite downward trend. It was noted that the responses to this recent survey were consistent to our own survey earlier in the year. DS pointed out that the Practice now had around 4,000 more patients on the books but the same number of staff, except for 3 extra list-free part-time GPs. DS will continue to analyse the responses.

DS then updated the group on recent feedback by the Practice after the Presentation of our survey in June 2018. The Practice have agreed to trial 5 major changes featured in our Presentation:

* 1. Patients can choose to book appointments with any of the 3 list-free, “salaried” GPs (Drs Sloan, Pryce and Katsoni), even if their own GP is available. \*JM reported that this was already being rolled out.
  2. Patients will be able to pre-book up to 3 weeks ahead. This will vary on particular days, with more on Mondays and Tuesdays.
  3. More on-line appointments available.
  4. Pre-bookable appointments will be released on a daily basis.
  5. The afternoons Emergency/Duty doctor will have 3 bookable appointments available without triage.

Disappointingly, the Practice will not be implementing all-day phone appointments. However, it has not been ruled out but JM and KN reminded the group that making major changes take a huge amount of work. PP formally thanked the Practice for their feedback and their offer to trial some of our suggestions. We will await further conversations regarding the possibility of setting up an all-day appointments system. JM wished it to be noted that GPs work flat out and it is not easy to implement all-day bookings immediately. It is not a negative, it is in hand and will be addressed again. KN wished to minute that this PPG is a very pro-active group which has impressed the Practice and are keeping them on their toes! PP thanked her for her positive comment.

It was agreed that the Trial Changes offered by the Practice would be reported in the Newsletter, on-line and on Facebook. Also at the AGM in March 2019.

1. TV Monitor – RD passed round 2 examples of text to be added to our page on the TV monitor. The group chose one example which will be up and running in January 2019. The text will be sent to RM and GT for inclusion on Facebook and for the Virtual Group.
2. PPG Forum feedback. JH and BH attended the last Forum where it was announced that Josh Broadway will be leaving his role. There were about 26 people present. JH considered it a well organised meeting, covering Mental Health topics, the reducing of the 111 service, consideration of more Paramedic Practitioners in surgeries and the recent ‘Flu vaccine problems. Stone Cross surgery are starting their Out Of Hours service including Park and Harbour Practices. JH said he would like to become our permanent representative at the PPG Forums. PP asked for agreement from the group. Unanimous . So it was agreed JH would be our rep, with any other member also attending if they wished.
3. DS thanked all members who helped out doing extra duties during the recent ‘flu jab clinics. The total amount raised for the charity by the patients and Practice staff, once doubled by MediTech, was £522. Sovereign Practice will be mentioned on a plaque on the machine.
4. Visits to other PPGs. JH and KO visited Stone Cross surgery, which services Westham and Pevensey Bay. They have 12,700 patients in total, with 5 full-time and 2 part-time GPs. DNAs are not so much of a problem as they are for us. Appointments are flexible across the 3 practices and are pre-bookable up to 6 weeks in advance. After meeting KO and JH they are planning to relaunch their PPG, taking on board some ideas imparted by KO and JH! They do not have a Virtual Group and KO questioned why we need one. GT reported that he doesn’t receive feedback from our Virtual Group. It was agreed we need to involve them more and actually ask for their opinions and feedback. Perhaps we will revisit KO’s concerns if we do not start to receive feedback. PP extended an invitation to the Stone Cross PPG to sit in on one of our meetings if it would help them build a similar framework to ours.
5. No communications received.
6. AOB: PP announced that one of the Practice staff, Julie Ranger, has agreed to take on the PPG secretarial role. Julie joined the meeting briefly and was welcomed by PP. She will start at the next meeting in January 2019.

DS passed around the newly printed Practice Brochures.

DS requested that a representative of Live In Care comes to address the group. She met her at the Good Life exhibition earlier in the year. PP asked the group, in view of a previous decision not to take up meeting time with speakers, whether they wanted to welcome this speaker? Comments were made about long-winded speakers but we would ask DS to contact this speaker with a view to her attending our February 2019 meeting for 30 minutes from 9.30 am.

GT announced that he will be standing down at the AGM. PP said he will be missed within the group and thanked him for his work over the past year. PP reminded everyone that members should let the Management Team know if they intend standing down, preferably by 31 December 2018.

RM announced that although she would like to continue being involved with the PPG, work and personal commitments will make it hard for her to attend meetings in 2019. After a discussion, it was agreed she would continue as a member, attending meetings when possible and continue to run our Facebook page and e-mail account. PP asked that she inform the group if she was under too much pressure with our work.

PP is working on proposal forms for the AGM. More information at January’s meeting.

1. The next meeting will be at 10am on Tuesday 08 January 2019
2. There being no other business, the meeting closed at 11.40 for the group photograph.
3. DS distributed gifts, on behalf of the Practice, to all committee members in appreciation of their work over the past year. PP to acknowledge.

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

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