**SOVEREIGN PRACTICE PPG**

**MINUTES**

**Of the Full Group Meeting**

**Held at Princes Park Health Centre**

**On 10 July 2018**

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

1. The Minutes of the previous meeting were agreed and signed.
2. Matters Arising. Patients had raised questions regarding the cost of PPG Awareness Week. In line with other PPGs in the local area, we used our small start-up budget. However, the Practice and local enterprises kindly donated to the running of the week. We spent around £100. The banner is re-usable.
3. EL and SC reported back from the PPG Forum held at Hampden Park on 08 May 2018. Neither found it a pleasant experience, as it was noisy with delegates speaking over each other. It was chaired by Josh Broadway, who asked each PPG to send 2 delegates to each quarterly forum. Only 12 out of the expected 40 attended. However, it was reported that all medical records should be available to all medical agencies by the end of this year (possibly late October 2018). SC will e-mail details to PP. In spite of their first experience, both EL and SC are willing to attend the next forum.
4. RD talked the group through the survey/questionnaire results and his presentation format which had been circulated by e-mail to all members. (Some members did not appear to have received the attachment so PP requested that everyone reads the Agendas she sends out and requests relevant information for discussion beforehand). DS asked for attachments to be sent in PDF form. Noted.

Questions were invited from the group. BH noted that what we are proposing may not work as different surgeries have different systems. Lots have a Triage system. We need to look at other Practices’ experiences. In reply, RD suggested we concentrate on the issues at Sovereign Practice first as patients want to know WHY our system doesn’t seem to work for them.

JM considered we have a very good system compared with other Practices, especially as everyone who wants an appointment gets seen the same day. There are always pre-bookable appointments for 7 days in advance. On Friday afternoons there is always an emergency doctor available who will assess/triage. BH commented that we need to publicise that fact. All agreed. PP asked JM if that could be implemented fairly quickly please, maybe on-line and on TV screen? JM said she would contact AH in IT. DS noted that we have multi-purpose GPs here so some of their general appointment time may often be taken up by their specialised clinics e.g family planning.

 Dr Norwood thought the format was a perfect presentation to put before the Partners. She thought it summarised the survey and understood the results shown. However, she has seen many GP systems over the years and doesn’t think there is a perfect answer. She thought the main issue is lack of communication. She urged the PPG to have a clear vision before meeting the Partners and to keep it simple. Give them either/or options, not an open choice.

It was suggested and agreed that RD and PP meet with Alex Horsfield to iron out any IT issues regarding our presentation. Then, ask Graham Willoughby for his input before they and one other member meet with the Partners.

RD commented that these results are the feedback from patients. We do not have to necessarily agree with them but it is our duty to put their concerns forward. We must then publicise the outcome of our meeting with the Partners so that patients are aware of the Partners’ response.

RM suggested the analysis of the survey results (RD’s data) should be uploaded to the website (DS said Graham Hunt will do it) and posted in the Waiting Area. A request was made for our own notice board on which to post such details. JM will sort something out for us. We can then publicise the Partners’ responses for public view after our meeting.

PP thanked RD, KO and BH for their work compiling the questionnaire in time for Awareness Week. Special thanks to RD for all the time he has put in to collating the results in order to produce a simple, easy to read data sheet. All agreed.

1. Josh Broadway (Community Relations & Membership Engagement Officer for NHS Eastbourne, Hailsham, & Seaford CCG, NHS Hastings & Rother CCG) arrived and addressed the group about services available across the CCG area. He handed out numerous leaflets including MJOG MESSENGER- text messaging info; Help My GP/A&E info; Care For Carers; Health & Social Care Connect; Health In Mind etc. He left information for us to refer to when we start our monthly sessions. BH asked if there was a directory of these services. There is not. However, there is a website – East Sussex One Space or NHS Choices. Josh mentioned that some health care receptionists are trained in Care Navigation. They are able to point patients in right direction – pharmacy, GP, A&E etc.

SC asked Josh when the next PPG Forum would be – later in the year. EL asked him to control the group next time so that everyone could be heard. He was disappointed they didn’t leave with a positive impression but pleased they will attend again. He hopes there will be news of proposed Urgent Treatment Centres which are still under consultation.

1. Communications by Post and E-mail. RM commented that the contact information on the website is out of date. DS looking into it and updating where necessary. Some confusion about our name. We are Sovereign Practice at Princes Park Health Centre. RM has acknowledged some e-mail queries. One has been taken over by DS . Another was answered by JM – on-line appointments are updated at 10 am on Fridays. There was a complaint about MJOG texting service which Dr Andrews has dealt with.
2. AOB. There have been applications to join our PPG. It was agreed that as we have a full committee at present, GT invites the applicants to join the virtual group. ACTION GT.

Members were asked to take a pile of leaflets and stick the e-mail address labels on them.

PP read an e-mail from Monil Chouhan of Esperance Hospital offering speakers to address patients on various health topics. Agreed to hold along with info from Josh Broadway for our monthly sessions .

SC passed around info she had found regarding Loneliness. Hold for monthly sessions.

PP asked KO to obtain details of GPs’ speciality areas for when we decide on our monthly sessions. KO agreed.

BH would like to share appointments info he has researched from other surgeries. PP agreed to put it on next month’s agenda (brief update).

JH asked JM if we could publicise Did Not Attend figures on our new notice board? Yes. GT happy to receive the figures from DS and put on our noticeboard monthly.

JH suggested that we ask other PPGs to come and address our meetings. However, as meetings had already occurred between our members and two other PPGs, the general opinion was that we do not have enough time in meetings to take this on. PP suggested that JH, along with any other interested members, could request permission to attend other PPGs meetings and report back to the group. JH keen to visit Park Practice to find out about their Triage service. KO also interested. BH will check out other PPGs that may be of interest.

\*\*\*\*PP and RD requested that all members acknowledge e-mails (“received”), including Agendas and Minutes, in future. This will cut down photocopying in meeting time. Thank you!

The next meeting will take place at 10am on 14 August 2018.

There being no further business, the meeting closed at 12.15

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

**Date............14 August 2018.....................**