**SOVEREIGN PRACTICE PPG**

**MINUTESOF THE FULL GROUP MEETING**

**Held at Princes Park Health Centre**

**On 9th July 2019 at 10.00am**

Present: P Palmer (Chair), R Dine (Vice Chair), E Laye, M Mottram, K Ogden, J Hardy, J Moffatt, K Norwood

Apologies: S Chell, R Miller

Absent: P Veal

1. The **Minutes** of the last meeting in June2019 were agreed and signed. Proposed by RD, seconded by EL.
2. **Matters Arising:**None

3. PP said the June Drop-in had gone very well. The timings for volunteers was also discussed and it was thought that the following times would be better:Mornings: 9 – 11 (10-12) and afternoons 2-4 (3-5). This would ensure there was someone available for the crossover periods and needs to be planned for the next Drop-in meetings. However, we need to know which clinics are on each day so that the timings can be adjusted for the September drop-in because, at 4pm when we were closing, parents and children began arriving for the children’s clinic. Consequently, we missed out on contact with the younger age group. JM said clinics can change as and when there are staff for them. She said she could have a list done regularly. And said they are thinking far ahead so they can ask members to be on a roster but these can be subject to last minute cancellations. It was thought this might need some more thought and when more information was available so it could be discussed at the next meeting. **It was agreed.**

RD was also suggested that in order to cover the drop-in times there should be enough flexibility to organise enough staff to cover

EL pointed out that the newsletter is important because it informs people of what is happening in the surgery. EL also said that the deadline for entries in the next Newsletter would be 4th August. This is very important because the Newsletter would need to be ready for 11th August publishing.

PP also pointed out that she needed to know who would be able to be present for the September drop-in, because she needed to organise this. The question of whether new members should be included was raised, and PP said they have already been asked to attend.

EL also said she had now received the McMillan pack and reminded all present that the McMillan Coffee morning would be on Friday, 27thSeptember.

1. **Interview Feedback**. PP, RD and KO interviewed 3 people on 24th June from the Virtual Group who were interested in joining the main Group. Afterwards one person changed their mind and resigned from the Virtual Group as well. The two people joining the committee were Trevor Craske and Gwladys Mabb.

Jean Addington was also interviewed earlier today and will also be welcomed to the committee. All three have been given a form to fill in and hand to JM. It was also agreed that GW be invited to the August meeting because new committee members can become acquainted with him. PP had contacted him, and he was happy to attend.

1. **Virtual Group**. A discussion took place and it was **agreed** that all members of the Virtual Group be invited to the next Committee meeting. MM to update our records by contacting VP members and asking (a) do they still want to remain on the VG list - If so, are they willing or able to help at events (such things as refreshments, meeting & greeting and helping with questionnaires).
2. **2020 Program**. PP said that the timings of meetings had originally been agreed between Dee and the newly formed PPG in 2018. The 2020 room dates had been booked for our regular meetings with JM. PP also reminded committee members present that there is a calendar which shows the times of the next two drop-ins. RD said it was hoped that everyone could commit to the meetings.
3. **Other Practice visits**. JH spoke about the various meetings he and KO had attended and the information he had obtained, especially he had a booklet on Seaside practice. JM took note of this and JH also offered a second copy for KN. A discussion took place regarding pros and cons of various options, such as Paramedics doing home visits instead of Doctors. JM said that this option had been looked at for this practice and explained why it had not been a viable option. Regarding batch prescribing JM said this could be done electronically through the chemists. RD asked if there could be several appointments kept free for emergencies in the morning and a duty doctor could look at these. JM explained the difference between Duty Doctors and emergency doctors.

KN arrived at this point.

The first appointment was at 8.30. JH said that in all the visits he has made to other practices the one thing which created most interest was the duty doctor doing Triage. JM thought this would not work because it took a doctor away from the normal surgery time.

The question of patient to Doctor ratio was raised. KN said it was a case of how each practice thinks their system is working. However, the responsibility to the patients are the GPs.

KN also said that people always expect home visits and the system is changing.

PP asked if, once JM and KN had a chance to talk to GPs about the Seaside procedures, they could talk to us about their responses..

1. **2019 Questionnaire**. RD said that 265 forms were completed and presented a comparison chart which showed that the main areas of concern were the same as last year. He will forward the full information to members next week. EL asked RD to let her have a copy of the up-to-date information so that it can be incorporated into the Newsletter. KO asked about DNAs and RD said that the figure was 119 DNAs which is an average of 2% over the month and 10% cancellations which appeared average.

KN said that the staff were doing a good job.

1. PP said that three people were shortlisted from the Virtual Group to be interviewed as prospective Full Members. They were: T Craske, Gwladys Mabb and Linda Jenkins. However, Linda does not want to be involved as either Virtual or Full member; therefore, another Virtual member was interviewed just before this present meeting. This was Jean Addington. This meant that 2 more women and one man had joined the committee. This now brings the committee up to 12 members.

PP said that after a discussion with DS she (PP) had got in touch with East Sussex College Health and Social Care tutor regarding a presentation of how this PPG works. She suggested this would be a good way of asking younger people, the H&SC students, how they think we could make contact with younger people and families in our practice. This was unanimously agreed

Because there were no more copies of the Newsletter JM said she would put a copy on the PPG notice board.

JM mentioned that last year at Christmas time the practice staff donated toys to a company who wraps them and gives them to children who need toys and the staff will be doing the same this year. The committee applauded this.

EL asked JM to let her have any information that was wanted to be put in the Newsletter.

There being no further business the meeting closed at.11.30

The date of the next meeting is Tuesday, 13thAugust at 10.00

Signed……***Patricia Palmer (Chair)***………………………….….…….

Date…………***13 August 2019***…………………...…………….