**SOVEREIGN PRACTICE PPG**

**MINUTES**

of the Full Group Meeting

held at Princes Park Health Centre

on 08 May 2018

Present: Roger Dine (Chair), Ellen Laye, Su Chell, Glenn Townsend, Rosann Miller, Barry Hatcher, Keith Ogden, John Hardy, Jacky Moffatt, Pat Veal, Dee Spencer.

Apologies: Patricia Palmer

1. The Minutes of the previous meeting were agreed and signed.
2. Matters Arising: Previous Minutes of 13 March 2018. Item 5: RD read note from PP apologising for error in stating 3,000 patients come through the doors on a Monday. That should have read approximately 600-700!
3. Jacky Moffatt addressed the group in respect of the online booking system. She explained that the number of online appointments available daily depended on the number of doctors available each session. She also explained some of the issues faced daily by those who use the system and the difficulties they presented. The members asked a number of questions and put forward suggestions that might be adopted and, following some discussion, it was felt that any resolution would have to be decided by the Practice. Part way through Jacky’s talk the Chair paused the discussion as Tara and her colleague, Vicky, from the pharmacy arrived and gave their report (Item 9. On the agenda). We then returned to Jacky and completed the discussion. The Chair thanked Jacky for her input.
4. Leaflets: Ellen reported that 5,000 leaflets had been ordered. There had been a delay in the order process due to a graphic not having been forwarded. After several phone calls Ellen had heard that the printing was underway.
5. Rosann and Barry reported on the meeting held with representatives from the Lighthouse Surgery (Liz) and the Grove Road Surgery (David). It was noted that there was a marked difference in the way each PPG approached their duties. The Lighthouse PPG had existed since 2006, currently had 18 members, met monthly (1900-2100 on a Thursday) and had a GP attend every meeting. They were funded by a local pharmacy.

Grove Road, on the other hand, have 12 committee members, meet quarterly, insists on a commitment of minimum 1 year and maximum of 3 years commitment. In addition the PPG assumes responsibility for writing to patients directly who fail to attend appointments.

1. Ellen advised that she had attended the Women’s Health Forum at the Esperance Hospital and found it very illuminating but too graphic to present to the mixed audience. She provided paperwork covering the subjects covered if people wished to avail themselves.

Su spoke about the seminar she had attended, the Care Navigation in GP Practices, and described it as “three hours non-stop writing”. The walk-in clinic at Eastbourne Railway Station is to close. The company promoting Care Navigation hope to take over the space and provide various services, including emergency dental, eye and physio services.

1. Keith, Barry and Roger updated the committee on the questionnaire topic. Two possible options were produced for the committee to consider. It was agreed that Roger would circulate both options via email to all parties for them to consider, edit or comment on as soon as possible to allow for sufficient numbers to be produced for the PPG Awareness Week in June. Roger also advised he was developing a program to record the results.
2. Glenn advised that the email address was up and running and he had changed the password as advised. Following a discussion it was agreed that Glenn and Rosann would monitor the emails, responding to general comments themselves but referring any awkward points back to the full committee for consideration. It was also agreed that Keith would be the 3rd person to assist in the event either Glenn or Rosann were unavailable for any reason. It was also agreed that all members of the committee would be allowed to access the emails to read but NOT to respond. Glenn was asked to circulate details to all members in due course.
3. Tara and her colleague, Vicky, gave a presentation of the services that the Boots Chemist chain provided. It covered topics including a new medicine service, a review of the use of medicines, meningitis B vaccine, a hair loss service, a travel vaccine clinic, type 2 diabetes service, a stop smoking clinic, the inhaler recycling service and the web doctor service to which the Sovereign Practice Surgery has not yet signed up to. Tara stated that, where the surgery did already provide a service, they did not duplicate that treatment. It was also acknowledged that some of the services that the local chemist would like to offer had not been agreed at Head Office level.
4. Following a discussion on the PPG Awareness Week it was agreed that a rota would be prepared showing the availability of members to assist. Each member gave their dates/times and Roger agreed to collate and circulate the rota for approval after members had checked it for accuracy. Ellen confirmed that she would be attending the PPG Forum later that afternoon and would report back at the next meeting. Su stated she would investigating the subject of loneliness along with help and support for sufferers.
5. Date of the next Full Group Meeting will be at 10am on Tuesday 12 June 2018

There being no other business, the meeting closed at 12:05 pm.

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

Date..............***12 June 2018***................