**SOVEREIGN PRACTICE PPG**

**MINUTES**

of the Full Committee Meeting

held at Princes Park Health Centre

on 13 March 2018

PRESENT: Patricia Palmer (Chair), Roger Dine, Ellen Laye, Dee Spencer, Glenn Townsend, Susan Chell, Rosann Miller, Pat Veal, Barry Hatcher, Doug Harris, Keith Ogden, Sue Drakeley

1. The Minutes from the previous meeting were agreed and signed by the Chair.
2. No matters arising.
3. Dee introduced Sue Drakeley who had shown an interest in joining the PPG. She gave us some background information about herself. Unfortunately, due to work commitments, she was unable to give more than an hour a month to meetings. She left the meeting after an hour.
4. Roger explained his research from other PPG questionnaires. He suggested grading patients’ answers. Barry noted that some questionnaires he had seen asked irrelevant questions. Answers could be a straight yes or no. Roger thinks there will be a problem collating the data we collect. He would like to find out if we can use any data from the Practice data base. Roger and Glenn are to meet with Alex (Practice IT expert) to find out how we can go about collating our data with his help.

Roger explained that after the Management Committee’s meeting with Graham Willoughby (Practice Manager), it became evident that the big issue for patients was various aspects relating to appointments. RD suggested that should be our first questionnaire project. Rosann disagreed so the issue was put to the vote. It was carried 11-1.

1. Doug presented the examples of the new PPG leaflet. It was agreed that the alterations carried out by him were more relevant to the work of the PPG. Ellen and Dee are obtaining quotes for printing large numbers of the leaflets, which will be given out during surgery times. As up to 3,000 patients could come through the door on a Monday alone, they will obtain quotes for print runs of possibly 5,000+ at a time. Report back next meeting. The Chair has thanked Doug for his work on the leaflets. Other queries arose relating to wording on the front and inside pages of the leaflet. Dee explained that some points were possible projects of the future.
2. Doctor Karen Norwood joined us as the GP member of the PPG. She kindly answered questions, some more personal and not relevant to patients in the wider sense. She gave us insight into her day as a GP, noting that their lists haven’t changed but patients’ expectations have risen hugely. She acknowledged areas of concern are appointments and phone access. She said we could help by gaining feed back from patients. She replied to Keith’s comment that the website says everyone will be offered an appointment but not necessarily with their own GP. It would appear that doesn’t always happen. Dr Norwood asked for that point to be minuted. She kindly explained the Results Line system, although again this question was based on a personal issue, not generally known information. Patricia asked in what role Doctor Norwood sees herself during PPG meetings. She replied that we should pick her brains – not about medical issues but her job as a GP, (which can be quite different to how other GPs operate). Pat V suggested we ask Jacky to answer some of our questions regarding on-line appointments. Rosann noted that some surgeries, hospitals and clinics have a ‘name and shame’ board detailing missed appointments. Could we adopt and put on the website too?
3. Keith had been checking the existing website. Comments were not flattering about either the Practice or the PPG, and not exactly accurate. However, we agreed that when Glenn and Doug meet with Alex, they explore the possibility of getting a PPG page on the TV screen as quickly as possible. Also, Glenn offered to explore setting up a Facebook page. Keith suggested we put our meeting dates on the website. It was agreed we need to raise our profile fast!
4. Joss was unavailable to speak to us about our financial systems but hopes to address the next Management meeting in April.
5. AOB:
   1. We must clear the room after each meeting.
   2. PPG Awareness Week is 4-9 June 2018. We all agreed it was our big chance to show a presence in the surgery. PP looking for access to the downstairs meeting room for one day during that week where patients can find out about us and other agencies . The rest of the week we could have a table somewhere in Reception to hand out our leaflets and also patients’ details update forms. Pat and Ellen willing to distribute leaflets.
   3. Doug passed round a map of the Practice catchment area and asked members to plot their addresses on it. If they were in agreement, which they were, we would take steps to contact other PPGs to meet and glean information from then. Ellen suggested one Management officer and one or two members would go to practices near to where they live. PP to contact Lighthouse, Seaside, Grove Road and Park in Hampden Park. She will e-mail all members for volunteers once she had agreement from their PPGs.
   4. The committee were asked if they thought Sue Drakeley would be an asset to the group. The general feeling was that we needed someone with more time to give, as it is becoming clear that we are all putting in more than the two hours of meeting time! This may be due to setting up new projects but we need people who are flexible. RD proposed we maintain the group as it stands. Seconded by Ellen Laye. PP has contacted Sue Drakeley.
   5. Doug Harris is stepping down from the PPG committee for personal reasons. PP has written to him on behalf of the whole group to thank him for his past input, his work on the leaflets and to send our best wishes.

Date of the next Full Committee Meeting will be 10 April 2018 at 10am

There being no further business, the meeting ended at 11.50.

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

Date..........*13 March 2018*................