**SOVEREIGN PRACTICE PPG**

**MINUTES**

of the Full Committee Meeting

held at Princes Park Health Centre

on 10 April 2018

PRESENT: Patricia Palmer (Chair), Roger Dine, Ellen Laye, Su Chell, Glenn Townsend, Rosann Miller, Barry Hatcher, Keith Ogden, John Hardy, Jacky Moffatt, Lisa Pilley, Tracey Marsden

Apologies for Absence: Pat Veal, Dee Spencer

1. The Minutes of the previous meeting were agreed and signed.
2. Matters Arising:
   1. Item 6 – Dr Norwood’s visit to our meeting. PP reiterated her comments made in her e-mail that accompanied the Minutes. Guests should not have to answer questions of a personal nature put to them by the group. They are giving us an insight into their role within the Practice and follow-up questions should be of a general nature, related to their talk. She asked the group to be mindful of this when Tracey Marsden, Practice Nursing Lead joined us later.
   2. Item 6 – PV had asked if Jacky Moffat would be willing to address the group to explain the on-line appointments system. Jacky agreed to do so next meeting.
   3. Item 9 – although it was agreed to maintain the group numbers as it stood, it was not known at that time that Doug Harris would be leaving. In order to maintain a good working number, the Management Team met with John Hardy, who had shown an interest in joining the PPG. He was asked to join us at the next meeting.
3. John introduced himself to the group and was welcomed by everyone.
4. Leaflets. It was explained that we are still waiting for a second quote from Joss Willoughby (Practice Ordering and Purchasing).
5. Patricia, Ellen, Rosann and Barry will meet with representatives from Lighthouse and Grove Road PPGs, for advice and exchange of ideas, on 12 April 2018
6. Roger spoke about his recent reception observation. He considered it an ‘eye-opener’ and complimented all the staff he met for their hard work and professionalism . He commented that he did not encounter any of the negative behaviour that is frequently mentioned on the website. He suggested that all members of the PPG should have a stint at observation, over time. Discussion with Jacky resulted in the suggestion that maybe pairs of members could observe, at times convenient to Jacky. She also said members are welcome to sit and observe in the waiting area any time. Jacky explained the morning Duty Doctor system and the TRIAGE afternoon system.
7. Questionnaire. PP put forward her suggestion for 3 members to compile the proposed questionnaire, with input by e-mail from the rest of the group. Agreed. Keith, Roger and Barry volunteered. Agreed. They will meet independently of the main group, reporting back by e-mail until they are ready to present their draft questionnaire. Hopefully it will be ready to roll out during PPG Awareness Week.
8. Website. Glenn reported on his and Roger’s meeting with Alex and Lisa regarding our website and setting up a Facebook page. Discussion ensued about how we’d know people accessing our Facebook page would be our patients. Lisa thought it not possible to know definitely but doubtful non-patients would bother to comment. However, if abuse occurred then the page could be taken down quickly. Glenn happy to monitor Facebook. He will also liaise with Alex to publicise the PPG on the waiting room monitor ASAP. Patricia keen our presence is publicised soon and more during May, before our Awareness Week. RD asked about using other social media e.g. Twitter, Instagram, WhatsApp etc. Maybe for advertising ‘flu clinics? We will look into that after we have results of the questionnaire as patients may prefer contact by one of those. \* Since the meeting Glenn has devised publicity for the monitor and is liaising with Alex to get it installed. Keith will continue to monitor the website. Rosann repeated her idea to publicise the number of missed appointments on the website and, later, in a quarterly newsletter. It was agreed this would be a good idea. We can obtain figures from Practice staff.
9. Tracey Marsden – Practice Nursing Lead – joined us. She is in charge of the nurses, their appraisals and oversees the clinics. Clinics include – general health, diabetes, asthma, COPD, family planning. There are also ‘outside’ clinics from the midwife service, One You, Diabetes and Heart. Her main challenge is patients who don’t show up for appointments although reminder texts have helped. We asked what we, as a group, could do to help the nursing staff. Tracey said to encourage use of the blood pressure machine (making sure patients hand in the slip to reception WITH their name on it!) **(EL)**; get patients to update their contact details **(EL)**; remember to cancel unwanted appointments; inform patients of pharmacy services **(PP)**; try to explain that sometimes their appointment may be unavoidably delayed due to emergencies from other nurses or GPs . It was agreed we would try to address these issues during our interaction with patients during Awareness Week.
10. PPG Awareness Week – 04-09 June 2018. Jacky has booked the downstairs meeting room for us on Tuesday 05 June 2018 from 9am to 1pm and all day Friday 08 June 2018 from 9am to 4pm. For the rest of the week we will have a table at the back of the waiting area where we can meet patients and implement our questionnaire, give out leaflets, update contact details, help with blood pressure checks – and more! PP suggested we invite other relevant agencies to join us in the meeting room on the Friday. The theme could be a self-help drop-in day. Patients wander in to talk to advisors and/or pick up information. PP had contacted One You East Sussex and East Sussex Credit Union who have both agreed to attend. Pat Veal checking out possibility of Registrar Service presence. Rosann checking out Fire Service presence. PP contacting STEPS. PP suggested not too many other agencies as patients could feel overpowered by experts. PP suggested a quiz based on the poster in reception mapping out Dr Andrews typical day. Might get more people to read it and absorb the contents? Agreed. Also, quiz for children – counting the fish in the tanks? Simple quizzes to make the week fun and inclusive. Agreed. Prizes to be agreed. PP to devise quiz forms. PP to design poster for waiting area and TV monitor. PLEASE BRING DIARIES TO NEXT MEETING. WE NEED TO ALLOCATE TIMES EVERYONE CAN BE IN ATTENDANCE.
11. AOB
    1. PP reminded members of forthcoming events: PPG Forum will be at Faraday House, Hampden Park, Eastbourne on 08 May 2018 between 3 and 5pm.

Women’s Health evening at Esperance Hospital on 17 April 2018.

Care Navigation in GP Practices workshop on 17 April 2018.

Su and Ellen intend attending and other members welcome to attend any event, reporting back at next meeting. After each event, please let PP know you wish to speak at the next meeting so that you can be put on the agenda (about 10 minutes max?).

1. The date of the next meeting : 08 May 2018 at 10am. PP not available that day so RD will Chair the meeting,

There being no other business, the meeting closed at 11.45am

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

Date.....08 May 2018