

Cumberland House PPG – Meeting Notes

Date:	16/03/23	Start Time:	18:00
Location:	Cumberland House meeting room	End Time:	19:30
Purpose:	To progress the views of patients regarding the services delivered by the practice and, to enable the practice to obtain feedback from its registered patients about those services.		

Invitees

Name	Role	Initials
Jim Livesey	PPG Chair	JL
Monique Pinks	PPG Member	MP
Robyn House	PPG Member	RH
Gillian Bowers	Practice Manager	GB
Tory Warrilow	Assistant Practice Manager	TW
	Practice GP	

Apologies

Name	Role	Initials
Jim Davies	PPG Member	JD

Agenda

Item	Description
1	<p>Welcome, introductions and apologies</p> <p>Jim Davies has tendered his apologies.</p> <p>It was also recorded that the Secretary to the PPG, Jo Heath, had withdrawn from it. Jo will be missed both personally and for her contribution to the organising and running of the PPG.</p>
2	<p>Minutes and actions arising from the previous meeting held on 03/11/22.</p> <ul style="list-style-type: none"> - Practice structure slides JL requested that the slides used to present the Practice structure be circulated. AP TW – to circulate the Practice structure slides. - Non-Disclosure Agreement (NDA) – status update. JL stated that as Michael Morton had withdrawn from the PPG the NDA was now up to date. JL also requested that the NDA be stored in a safe location in the Practice systems so that it would be available to anyone who anyone who needed to see it. AP JL – to provide an electronic copy of that document to be held by the practice. - Group Member photos. All PPG group members are to provide a 'mug-shot' type photo to MP for inclusion in the PPG Newsletter and the PPG Noticeboard. AP – All Members

3	<p>Updates from GP practice staff</p> <p>GB noted that the Fibricheck app for “heart rhythm monitoring for detection and management of atrial fibrillation” would be ready to go ‘live’ on 01/04/23.</p> <p>Self-booking was now available for smear tests, flu jabs and shingles checks. AP TW – to provide information on the self-booking system. AP MP – to include information on the self-booking system in the net PPG Newsletter.</p> <p>GB requested that information on Community Link Advisor be included in the next PPG Newsletter AP TW – to provide information on this subject for inclusion in the next PPG Newsletter.</p>
4	<p>PPG roles</p> <p>JL stated that with Jo Heath withdrawing from participation within the PPG we no longer had anyone fulfilling the PPG Secretary role. RH agreed to assume the role of PPG Secretary from the date of the next meeting. JL would continue to record the notes until that time.</p>
5	<p>PPG area on website</p> <p>JL commented that Patient Participation Group was now more easily identified on the Practice web-site landing page and that the PPG Contact Form was a very good solution for enabling patients to contact the PPG.</p>
6	<p>PPG Noticeboard and Newsletter.</p> <p>All PPG group members are to provide a ‘mugshot’ type photo to MP for inclusion in the PPG Newsletter and the PPG Noticeboard. AP – All Members</p> <p>A first draft of the Newsletter is to be drafted by 31/03/23. AP MP – to produce a first draft of the Newsletter by that date.</p>
7	<p>PPG Survey?</p> <p>JL enquired whether the PPG survey would be run again this year. GB stated that it would not be necessary to run the survey every year and ‘NHS Choices’ records feedback from Patients via the Friends and Family Test.</p>
8	<p>NHS App – update on progress and usage.</p> <p>GB highlighted that the Practice doesn’t have any direct input to the NHS App which is a national service provided by NHS Digital. Consequently, the Practice has no knowledge of the take up or usage of the app.</p>
9	<p>Patients’ feedback, suggestions, and comments.</p> <p>None had been received during the period since the previous meeting.</p>
10	<p>AOB</p> <p>JL highlighted that he would not be available on the date of the next meeting currently scheduled for 11/05/23. He therefore requested that the meeting date be delayed for one week until 18/05/23. This was agreed.</p>

	<p>AP JL – to amend the date of the next meeting to be 18/05/23.</p> <p>GB highlighted that she had provided a written response to the message received from JD, who was unable to attend this meeting, regarding data on patients and their interactions with the practice. In that response she said that the data could be made available but as it would take some time it would be the next meeting before that was possible.</p> <p>AP GB – to provide a response to JD's enquiry at the PPG meeting scheduled for 18/05/23.</p> <p>JL requested that a GP attend the next PPG meeting as it had been some time since one had been in attendance.</p> <p>GB stated that all GP's were fully engaged attending to patients but would request with them for one to attend. She was unable to guarantee that one would be in attendance.</p> <p>AP GB – to invite a GP to attend the next PPG meeting.</p>

Next Meetings			
Date:	18/05/23 & 10/08/23	Start Time:	18:00
Location:	Cumberland House meeting room	End Time:	19:30

Ground Rules
1. The PPG meeting is not a forum for individual complaints and personal issues.
2. All views are valid and will be listened to.
3. Always respect the practice and patient confidentiality.
4. Open and honest communication applies to all.
5. Discrimination on any grounds will not be tolerated.
6. Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion.
7. Be flexible, listen, ask for help and support each other.
8. Demonstrate a commitment to delivering results as a group.
9. Start and finish meetings on time and stick to the agenda.
10. No phones or other disruptions.