

Minutes of Sidney House and the Laurels Surgeries

Patient Participation Group Meeting

Held at the Laurels Surgery, Boreham, 15 Jan 2015 at 1900hrs.

Present: Dr S Butcher (Partner), Nigel Tye (Practice Manager/Secretary), Claire French (Chair/Patient), Ray White (Patient), Bob Farrell (Patient), Barbara Carr (Patient), Ellen Trigwell (Patient), Sarah Martin (Patient)

1. Apologies

Apologies were received from Angela Boyten (Patient), John Galley (Patient), Natalie Georgiou (Patient), Fred Suckling (Patient)

2. Minutes of the Last Meeting

Previous minutes were agreed and passed as accurate.

3. Chairperson's Report (CF)

CF requested if it would be permitted for her to write an annual report on the PPG committee which was agreed by the committee.

The Chair wished for an update to the offer from BF to take time to meet Patients in waiting rooms and introduce the PPG committee. BF stated that unfortunately due to extended illness he has been unable to commence this project but he was in constant discussion with NT as to suitable dates and permissions. He did raise the issue again with the committee as to which 5/6 questions would be useful to ask and any ideas would be welcomed. CF offered to assist and they would look at previous Practice Patient surveys for appropriate questions which would provide actionable answers. The offer of all committee members to take time introducing the PPG and asking these questions in both surgeries was taken unanimously, CF and BF to coordinate with NT.

4. Virtual Group (NT)

NT updated the committee reference the PPVG. Further introduction letters were sent out to all 48 interested parties. The package was full of information regarding what the PPVG was, posters, application forms, FAQs, inviting Patients to sign up for the distribution list. Out of 48 letters NT has received 6 back a less than satisfactory response again, unfortunately despite providing a comprehensive literature package.

NT did confirm that a NHS email account has been approved and set up for this PPVG group and is ready to roll out.

The committee agreed that we should continue the recruitment process by promoting the group at both surgery receptions on a continual basis as there is no limit to the amount of members the PPVG can accept. NT to action.

5. CCG/NHS England updates (SB)

SB updated the PPG on the current situation with the Partners and their respective specialities which are available to patients registered at either end.

NT briefed the committee further on the Friends and Family test (FFT) which has been introduced to Primary Care Wef Dec 2014. Our first months responses were made available to the group for discussion and the format of how the surgery is to publish and respond to Patient comments was explained. The PPG agreed it was another pointless burden on an already busy Practice and if they could assist they would make themselves available.

6. AOB

- **Practice Notice Boards (RW)**

RW raised the issue at the last meeting that the notice boards at the Boreham surgery were too busy and unreadable. SB/NT took on this action and in conjunction with the Boreham reception team all literature was removed, updated and sorted. A new very large notice board was added and the boards redefined as Practice Info, Patient info and a new PPG notice board for the committee to utilise and publish literature as to their purpose and availability. All agreed the improvement was excellent and the new PPG notice board will be used after discussions with the reception manager at Boreham and NT.

- **Carers UK (BC)**

BC raised the issue of Carers and that she was an ambassador for Cares UK and would like to work in conjunction with the Practice to publicise issues and literature about carers needs. SB confirmed that the Practice already has a Carers register which is updated as soon as clinicians are made aware of someone taking on a Carers role. Nurse Ann Rowley is then managing this registers and contacts all carers annually to see if there is any support required from the Practice. BC commented that as usual our surgery is well ahead of other local practices and offered her thanks.

- **Telecoms (BF)**

BF raised the issue that on the second phase of answer phone messages it refers to 'please hold and a representative will be with you shortly', this sounded too commercial and maybe not as welcoming as a surgery should be. NT to take on board and revisit telecom hold messages.

7. Date of next meeting

Thursday 16th April at The Laurels surgery @ 1900hrs.

Meeting Closed 2045hrs