

**PPG MEETING MINUTES**  
**Hadleigh Boxford Group Practice**

**PPG Meeting Minutes**

Date:	Tuesday 22 May 2018 (1000 – 1200)
Present:	Tracey Squirrell - Practice Manager , Tracy Shanks – Assistant Practice Manager, Lindsay Panton, (Chair), Paul Hodgkin (Vice-Chair), Penny Cook, Polly Shearly-Sanders, Mike Turley, Jan Devey, Ellie Allman, Lisa Bearman - Minutes Secretary.
Apologies:	Dr Iain Lyons, Tracey Loynds - Chief Executive South Suffolk Leisure , Frances Tebbut and Jeremy Osborne
Chair:	Lindsay
Minutes:	Lisa

No:	Item:	Discussion:	Action:
1.	Introductions Minutes of last meeting	Lindsay Panton welcomed Ellie Allman who has agreed to become a member of the PPG and also newly appointed Assistant Practice Manager, Tracy Shanks	
2.	Agree Minutes of Last Meeting & Matters Arising:	Minutes of last meeting were signed off by Chair	
3.	Actions/matters arising	To send a thank you card to Jeremy Osborne to acknowledge his previous hard work.	
4.	Partners' Business Meeting	<p>●Feedback from Partners' Business Meeting</p> <p>The first meeting was attended by Penny Cook and Lindsay Panton and the second meeting was attended by Mike Turley, Jan Devey and Lindsay.</p> <p>●Care Navigation</p> <p>Care Navigation was discussed at the meeting, when and how this would be rolled out, how it would work and how to “spin” this out to patients.</p> <p>The feeling was that patients would feel better speaking to a “Care Navigator” rather than a “Receptionist”, however in reality this would effectively be the same person.”</p> <p>It was asked what evidence there is that Care Navigation is effective and safe.</p> <p>It was agreed that Care Navigation needs to be solid before being introduced. It was advised that Care Navigation is purely “sign posting” and its aim primarily is to cut down on lots of wasted appointments, appointments that should have been dealt with by someone else.</p> <p>Care Navigation will be difficult internet appointments and that is why the PPG are delaying promoting booking appointments online until the Care Navigation system is up and running. It was suggested</p>	

		<p>SystemOne could be contacted to ask whether a note could be put on the interest booking screen to be seen when making online appointments.</p> <p>Paul stated that he felt that the role of the PPG was as a “critical friend” and if the PPG were asked for their point of view if something were to happen, what would the PPG say? Would the PPG say they were in full agreement? Tracey Squirrell will get more evidence to share with the PPG.</p> <p>The PPG have been pushing on consent in sharing information. The surgery has now moved from second bottom to seventh from bottom in the tables.</p> <ul style="list-style-type: none"> <li>●Recruitment of Core Group The Core Group can take 12 – so a few more people would be ideal, especially someone to represent the Boxford surgery. To ask Jeremy for any suggestions. A notice could be put in the Community News or a message could be put on the Virtual Group to see if anyone wants to join the Core Group.</li> <li>●Sign up for next Partners’ Business Meeting Paul will attend the 16.07.2018 meeting Lindsay and Penny will attend the 17.09.2018 meeting</li> </ul>	<p>TS</p> <p>TS</p> <p>To ask JO</p>
5.	Inactive to Active	<ul style="list-style-type: none"> <li>●From Inactive to Active proposal Paul talked about this and whether the PPG would like to support this? South Suffolk Leisure programme would cost £4,100 for 6/12. Tracey Loynds of South Suffolk Leisure had previously said they would be happy to fund ½ of this. This is where the practice could refer people with chronic illness.</li> </ul> <p>One Life Suffolk currently runs something similar, as do the physios with the “physio walks”, although the feedback was not particularly good in relation to this. The Cardiac Rehabilitation Service is also suggesting something similar. Relationships are needed for things to work better – rather than faceless forms.</p> <p>The PPG would be supportive of “Inactive to Active” as would the Practice. It is a good initiative and a good way of moving forward. Paul could come along to the initial meeting.</p>	
6.	News from the Practice	<ul style="list-style-type: none"> <li>●Dementia Alliance Tracey Squirrell is meeting Dementia Alliance re possible drop-in service next week and will find out more about what they are proposing and revert back to the PPG.</li> <li>●Collaborative Working – Coast &amp; Country Funding has been provided for two paramedics. The first will start on 4 June. They will help with clinical in-house work and home visits. These paramedics are very experienced. Although not prescribers at present, they will be undergoing prescribing training. The paramedics will take some of the workload away from the GPs. Perhaps</li> </ul>	

		<p>something could be published in the Community News when the time is right.</p> <ul style="list-style-type: none"> <li>●Drug wastage Education is needed for patients. A separate session is needed to look at all issues. It was suggested that the PPG could bring this to patients' attention during the Open Day or again an article could be placed in the Community News.</li> </ul> <p>Perhaps representatives from all local pharmacies could attend a meeting and chat to the PPG about the issues surrounding this.</p>	TS
7.	Patient Survey	<p>The question was asked "What would we like to ask on a patient survey"? We could gauge patients' opinions on care navigation? Any electronic survey would obviously need to be covered by GDPR. A survey could be produced via Docmail.</p>	EA, MT & PH will look into developing the survey further
8.	Working Group updates	<ul style="list-style-type: none"> <li>●Open Day update Tracey Squirrell has not heard back about any possible dates for the Open Day/Pop-up sessions and will chase.</li> </ul> <p>Tracey Loynds had offered to fund the cost of the banner, but the Practice is happy to fund this if there are any problems. Mike will deal with the potential artwork for the banner.</p> <ul style="list-style-type: none"> <li>●VPPG Paul and Mike met on 1 May to look at where they are now. Five new members have signed up, which now brings the total to 25 active members of the VPPG. After 25 May 2018 we cannot hold the personal data of the 112 non-responders without their consent. We therefore propose to remove their data.</li> <li>●Communication Group The question was asked if anyone else would like to work with Mike as he would be happy to have ideas from other people.</li> <li>●Data Protection Data Protection Act has been actioned. A person cannot be a member of the PPG or VPPG without agreeing to privacy agreement. Personal data will be removed when you are no longer a member of the PPG and by renewing as a member you have consented.</li> </ul>	TS  MT
9.	Links with other groups	<ul style="list-style-type: none"> <li>●NHS 70<sup>th</sup> Birthday Event It was agreed that an event to mark the 70<sup>th</sup> Birthday of the NHS would be a good idea. This could be held somewhere like the Ansell Centre. Liaison to be made with the Town Council in relation to archives. Frances to be asked if she would like to lead this idea?</li> </ul>	
10.	Dates	<p>There were no offers to attend the NAPP Conference on 9 June in Nottingham. 2 places were available.</p>	

11.	AOB	The Chair, Lindsay sadly noted that she would be stepping down as Chair. She is willing to help out in terms as a “foot soldier” and is happy to Chair the next meeting though.	
	Next Meeting Dates:	24 July 2018, 25 September 2018, 27 November 2018 and 22 January 2019	

**Signed as accurate (on behalf of BM Membership):**

Name and signature:

Date: