

PPG MEETING MINUTES

Hadleigh Boxford Group Practice

PPG Meeting Minutes

Date:	Tuesday 27 th November 2018 (1000 – 1200)
Present:	Dr Iain Lyons, Tracey Squirrell - Practice Manager, Penny Cook (Chair), Paul Hodgkin (Vice-chair), Mike Turley, Polly Shearly-Sanders, Frances Tebbut, Ellie Allman, Jan Devey, Diana Hunt and Hilary Matthews (Minutes Secretary)
Apologies:	Tracey Loynds
Guests:	None
Chair:	Penny Cook
Minutes:	Hilary

No:	Item:	Discussion:	Action:
1.	Apologies:	Tracy Loynds cannot attend on a Tuesday morning. PPG and Tracey Squirrell to discuss whether to hold meetings in the afternoon.	
2.	Agree Minutes of Last Meeting:	Minutes of last meeting: In No 4, Representation: Comm group will consist of Mike, Paul, Ellie, Jan and Penny.	
3.	Actions/matters arising:	<ul style="list-style-type: none"> ● Flu update: Tracey advised that 2853 flu vaccines were given which was better than last year, 896 were given at the Pharmacy. Organisation for flu clinics to be rethought. PPG willing to help. To start targeting summer next year for autumn. Vaccines have already been ordered. ● Representation update from minutes A representation meeting of South Rural PPG (including Holbrook, Shotley, Hadleigh and Bildeston) are meeting on 9th January which will include PPG groups bring pressure to bear on government administration i.e. suppliers of Flu vaccines. Penny is attending and will inform Karen Gosh. Also PPG meeting (Network) through the CCG are meeting at Endeavour House 11th December 1.30 – 3.30. Polly is attending and Tracey will let Karen Gosh know. 	PC DH FT PS-S
4.	News from Practice:	<ul style="list-style-type: none"> ● Business Practice Meeting Penny and Ellie attended November meeting. The Survey had a great reaction. ● CQC Inspection: Very well received. The PPG members all congratulated the Practice for the “Good” result with some “Outstanding” marks. Only 4% of Practices (out of 9000) actually attain outstanding – over and beyond normal practices. Dr Lyons thanked the PPG for their contribution. Praise was given to the diabetic evening sessions, the Charitable Trust and patient feedback from the PPG survey out in the community was very supportive. Tracey to publish result/report in Community News. 	TS

		<ul style="list-style-type: none"> ● Boxford: As staff levels are falling, an advertisement has been put out for a new Partner GP or salaried GP but in 2 months there have been no applicants. Planning is needed for manning Boxford. It is felt that the Practice will try its upmost to keep Boxford running as normal. ● Other news Tracey Shanks is no longer employed as Assistant Manager due to personal reasons. She is now back with the reception staff. Tracey Elliott, Reception Manager, will be taking her role once a new Reception Manager has been employed. ● Citizens Advice clinics will be starting in January – every Tuesday morning. This is a trial for our area. ● On-line services: we need to get 30% of patients registered. At the moment there are 26%. This will be mentioned in the Community News and to point out that if you are registered, you can book an appointment the evening before. If you also apply for “full access” you can also access your blood test results etc. An application form can be downloaded, filled and signed for this full registration. ● Care Navigation: Dr Lyons stated that the reception staff had a course for this and the GPs believe they are doing well. The staff felt that advice given regarding difficult patients was very useful. It was noted that front desk staff ask the patient if they would like to write any request/information for confidentiality from other patients. 	
5.	Survey	<p>Updating Website: this is to be updated especially to make it easier to navigate. Will be easier to book appointments, to navigate to whom best to see whether GP, pharmacist, physiotherapist, nurse etc. Paul to liaise with Dr Lyons with knowledge of website used by a Practice elsewhere which is very successful. PPG as a whole can help spread the knowledge of the website to patients.</p> <ul style="list-style-type: none"> ● Follow up: Survey: parking. It was suggested that the Practice put up a sign for Parking – Patients Only (for duration of appointment, not to be used as a convenience for shopping). ● Practice Response: to survey etc. This is to be published so that patients have knowledge of responses. Mike is continuing to analyse the survey and has broken down into different age groups which shows quite different response between old and young. 	IL PH TS
6.	Inactive to Active:	Paul advised that Janet Lawrence attends Hadleigh Health Centre every Tuesday morning and once a month at Boxford. It is going very well. Heather Paxman (Practice Nurse) and Dr Ruth Nabarro are very proactive with this concept. 16 patients have so far signed up for exercise. Suffolk Support Evaluation report details how patients have responded. It was suggested that Janet perhaps liaise with Slimming	

9.	Future dates:	<ul style="list-style-type: none"> January 22nd 2019 AGM Meeting. Further dates to be discussed – may be afternoons rather than mornings on a Tuesday.	
10.	AOB:	There was discussion about DNA's (did not attend). It was suggested that this could be mentioned in the Community News as it wastes the time of the GPs and staff. It was stated that some patients make an appointment in the morning by telephone and do not attend! The cost of these missed appointments could be detailed.	TS and MT
	Next Meeting Dates:	<ul style="list-style-type: none"> As above: January 22nd at 10 a.m. - 12 p.m. 	

Signed as accurate (on behalf of BM Membership):

Name and signature:

Date: