



PPG MEETING MINUTES

Hadleigh Boxford Group Practice

PPG Meeting Minutes

Date:	Tuesday 30 January 2018 (1000 – 1200)
Present:	Tracey Squirrell, Practice Manager , Lindsay Panton, (Chair), Paul Hodgkin (Vice-chair), Jeremy Osborne, Penny Cook, Polly Shearly-Sanders, Mike Turley, Frances Tebbut, Jan Devey, Tracey Loynds
Apologies:	Dr Iain Lyons and Jane Crawford
Guests:	Jim Lowe, Sue Ryder
Chair:	Lindsay
Minutes:	Tracey Squirrell

No:	Item:	Discussion:	Action:
1.	Introductions	Welcome to Jim Lowe who will be staying for the whole meeting.	
2.	Agree Minutes of Last Meeting & Matters Arising:	Agreed The practice has not yet purchased the notice board for the PPG – this was discussed later under AOB.	
3.	Annual Meeting	<div style="text-align: center;">  Chairman Report for Annual Meeting.docx </div> <ul style="list-style-type: none"> • Report from Chair • Election of Committee for the next year. Meeting agreed for Lindsey to remain chair for another year and Paul as Vice-Chair • Amendments of Terms of Reference agreed (see link) • Item 6 Focus for 2018 agreed (see link) <div style="text-align: center;">  Revised Amendments to TORs </div>	
4.	Talk from Jim Lowe	Jim Lowe attended the meeting to discuss his work as a Sue Ryder volunteer and how Sue Ryder volunteers can help support our patients and carers living with Dementia and raise awareness. Jim is proposing to offer through Sue Ryder drop in sessions in the Health Centre on a monthly basis.	

		Agreed Jim to liaise with Practice and to discuss how this could be taken forward.	
5.	Introduction of topics to be discussed	Topics agreed	
6.	Feedback from Practice	<p>Dr Glason is retiring at the end of March and the practice has now appointed a replacement Doctor. Dr Esther Gray will be starting with the practice on the 13 March. Esther will be working 7 sessions per week, which will include, all day Tuesday, Wednesday and Friday and Thursday morning. Esther will be a salaried GP, it is hoped that she will join as a partner in the future. Tracey relayed it would be helpful for Esther to attend a PPG meeting.</p> <p>The reception team (and Tracey, PM) will starting their level one Care Navigation training next week, with the second session scheduled for the 21 March.</p> <p>The meeting discussed Care Navigation and ways the PPG could support the practice.</p> <p>Agreed it is essential that the PPG are involved in the education and communication of Care Navigation. Tracey reiterated that the Receptionists will not triage but sign post, ensuring the patient gets to the right person first. Tracey reassured the group that once the training is complete the practice with the PPG support will need to agree how to implement and make it work for our Hadleigh/Boxford practice.</p> <p>Tracey reported that she is now feeling more confident using the television screens in the waiting room and is regularly updating and adding information to the screens. Jeremy asked whether it is possible to have the television screen working at Boxford to match Hadleigh. Tracey reported that the current television is redundant as it is part of the old clinical system but she would discuss with the partners.</p> <p>Tracey agreed to send the video on Care Navigation</p> <p>Tracey to ask the Lois from the CCG to attend the next PPG meeting.</p> <p>Tracey was very pleased to receive very positive comments from the CCG regarding the PPG in the waiting room raising awareness of on-line booking.</p>	Tracey
7.	Events	<p>Meeting agreed to the meetings for the year should continue on the forth Tuesday bi-monthly at 10-12pm. The dates for the diary are:</p> <ul style="list-style-type: none"> • March 27th • May 22nd • July 24th • September 25th 	

		<ul style="list-style-type: none"> November 27th 	
8.	Preparation for next annual survey	To be agreed	
9i.	On-line Group	<p>Paul updated the meeting on the work achieved by the on-line sub-group. Paul and Mike attended for a communication session in the waiting room during morning surgery on the 24 January to raise awareness of on-line booking. Feedback was positive and it was felt that the session was received well by patients, practice staff and by the CCG who were also in the waiting room promoting sharing.</p> <p>Agreed that Paul would contact Kim to arrange for some additional sessions in the waiting room with PPG members volunteering for sessions they can attend.</p>	
9ii.	Communication Group	<ul style="list-style-type: none"> General, meeting discussed sharing in more detail and Tracey circulated a bar chart showing where we compare to other practices. Hadleigh is quite low down on the chart and the meeting looked at ways we can help increase, including waiting room sessions, flu sessions etc. Agreed that we need to raise awareness of the importance of sharing. Website, no discussion Welcome Pack, this has been updated following the PPG input and all new patients are given information about the PPG Newsletter, the PPG will continue to write in the community news. Leaflets in the waiting room, these are looking better, Lindsey and Jan have spent some time tidying, updating and ensuring the leaflets are in more order along with the posters. Notice board for PPG – ? PPG budget 	
9iii.	VPPG	<p>Mike updated the Group on the VPPG. 140 invitations sent out, 12 joined which has now increased to 15. All present agreed this was positive news and thanked Mike for his hard work with establishing the VPPG which has doubled our PPG membership.</p> <p>Agreed we need to involve the VPPG in discussions and current topics. The topic of Care Navigation could be a very useful subject to start a discussion on.</p>	

9.iv.	Any other sub groups	No other sub groups were agreed. A discussion about the sub groups feeding back/written update for the other members was discussed. Some of the members felt that they would find it difficult to write a report every time they met in their group. It was acknowledged the importance of feedback and sharing. Agreed this could be done via Trello or as part of the PPG meetings when minutes are taken.	
10	Feedback from Members	Tracey Loynds updated the meeting on the proposal to work with the practice. SSL are offering support for patients to encourage exercise via referral from the GP.	
11	Revisit and revise action plan	The meeting agreed on the focus for 2018 as discussed in point 3.	
12	Links with Other Groups	<ul style="list-style-type: none"> Coast and Country PPG Network – these meetings have become more structured now and are well represented from other PPGs. The next meeting is the 6 February. South Rural Integrated Neighbourhood Team – Lindsey attended this meeting at the Health Centre. This was a large meeting attended by many organisations, including Age Suffolk UK, Citizens Advice and many other organisations. The meetings are bi monthly and their focus is to incorporate health, social care, carers, police agencies and the aim being to improve communication, knowledge and services for patients within the boundary. One area is also to encourage patient engagement and Jane asked Lindsey if she would be interested in attending. Lindsey reported that the meeting was very interesting and she would be keen to attend the next one. The meeting talked about SuffolkInfo website which is a directory where patients/carers can access information on local services http://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page <p>Lindsey also discussed the support Age UK can offer patients and the drop in sessions now being offered by Citizens Advice at the Ansell Centre on a monthly basis. All of this information has been added to the screens in the waiting room.</p>	
13	AOB	The meeting discussed the PPG £1000 funding from the CCG. The PPG would be required to submit a bid for this money and there is a form to complete. There were discussions as to whether the group should undertake this process but felt that the group having a small budget would be beneficial, there are items required to help support the group (notice board etc) and money would benefit campaigns/health promotion sessions. It was agreed that Penny and Tracey would meet to work on the application.	
	Next Meeting Dates:	<ul style="list-style-type: none"> 27 March 2018 	

Signed as accurate (on behalf of BM Membership):

Name and signature:

Date: