LITTLE WALTHAM AND GREAT NOTLEY SURGERIES

PATIENT PARTICIPATION GROUP

MEMBER OF THE NATIONAL ASSOCIATION FOR PATIENT PARTICIPATION (NAPP)

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|  | Action |
| PPG meeting on Wednesday 26th September 2018 – 6.45pm at Little Waltham surgery  1)  **Apologies**  Helen Mallender, Libby Hill, Barry Crawford, Ann Williams, Bev Lampitt, Ken Game  **In attendance**: Roger Smith, Paul Leaman, John Oates, Victoria Weavers, Karen Walker, Jo Le Huquet, Gemma Gisby & Siobhan Bull  **2)**  **Minutes of the meeting on 18.07.18**  RS asked about using the TV screens to advertise health promotions and the PPG etc. GG advised at the moment we are unable to do this but we are looking into it. RS asked were they yet generating revenue. GG replied sadly not yet, we are supposed to but unsure if we have been paid yet. GG will check.  GP’s do not want to use the screens to call patients in as they like to stretch their legs and walk to the waiting room. Keeps them in touch with patients.  **3)**  **New members**  We have two patients who wish to join the committee: Jo Le Huquet and Karen Walker who both attended and will be coming to the Open Meeting on 30.10.18  **4)**  **Open Meeting/AGM**  VW had spoken to someone at the Alzheimer’s society with regard speaking at the open meeting. Unfortunately the presentation lasts an hour and could not be cut short.  GG to see if we can have someone do a short speech on mental health.  SB to call Sian the chiropodist that works privately in the surgery once a week to see if she would be happy to give a brief chat.  KW suggested a nurse practitioner could give a chat? GG to speak to the partners.  VW asked for copies of the Open Meeting flyer so that can be advertised in local business’ etc  JLeH will put on the Good and High Easter facebook page and PL will put on the Great Leighs facebook page.  PL asked for copies to be sent to members electronically so they can put up. SB to send to members.  GG to put notice on the surgery website.  Notices are already in the waiting rooms at both sites.  RS asked which partners or GP’s would be attending. GG to check at the next partners meeting who will be available to answer any questions.  RS will do the Chairman’s address for the last time.  Then there will be the election of the new chairman and new members which has to be proposed and seconded by patients.  PL has agreed if elected to stand for a year and reassess after 12 months.  Then it will be open to the floor for questions.  **5)**  **Future direction of the PPG**  PL wanted to address the future of the group and how to move forward.  JLeH asked about how the PPG works. PL & RS explained it’s a bridge between the surgery and patients.  Communication it was felt is the key. Better communication with the public and be able to navigate patients and give them some options.  The PPG is there to support the surgery and explain if needed, the difficulties surgeries face at the present time.  JO mentioned about identifying needs of the surgery and communication is essential.  JLeH asked about the PPG newsletter. It was discussed that since a previous member left not too much has been done. JLeH offered her services as a graphic designer to look at the template and help to design and take over the newsletter. This was gratefully received. RS to send previous copies to JLeH for reference.  Fundraising again discussed, decided not to proceed with this.  Overall it was decided that the PPG needs to be kept ‘fresh’.  RS had recently attended a patient reference group which has links with the CCG. He said it was very beneficial. PL to look at the patient reference group website and the health watch website which are linked to the NHS & CCG  **6) Any other matters**  SB raised a point for BL that a patient had raised with her ‘they asked why we only did 2 week pre bookable appointments’. BL advised that opening it up to 4 weeks left more room for DNA’s and then even further to wait for appointments, if the pre bookable appointments were taken that far in advance. Things can constantly change with holidays and sickness. Giving 2 week pre bookable was sufficient time for patients. Emergencies that need to be seen daily were always met. PPG agreed that 2 weeks pre bookable is sufficient.  GG confirmed that emergency on the day bookings will be taken offline so that they are available for the receptionists to offer to everyone.  Christmas Raffle – JLeH offered a voucher for her café. PL will speak to the Castle pub for a voucher. VW to speak to the beauty salon in Little Waltham for a voucher  SB mentioned she will be away for the Open Meeting as having surgery. GG will hopefully minute the meeting. *Unless a member of the PPG would be happy to do the minutes on this occasion in SB’s absence?*  **8)**  **Next Meeting**  Suggested date Wednesday 6th February 2019 – 1.30pm at Great Notley.  **The date for the AGM is – Tuesday 30th October, 7pm at Great Notley.**  S Bull 01.10.18 |  |