

Patient Participation Group Meeting

Saturday 24th March 2018 at 12.30

Attendees: Mr John Arnold, Mrs Marion Arnold, Mr John Eayrs, Mrs Sandy Town, Mr Steve Town, Ms Dawn Hoskins, Mrs Jill Sarrazin, Mr John Armstrong, Mrs Margaret Carter, Dr Mark Casey (chair), Lorraine Weldon (notes)

Apologies: Mr Alexander Saunders, Mr Leonard Phippard

Welcome and introductions: Dr Casey thanked everyone for attending and the group introduced themselves.

PPG Network & Proposed changes to the current WLS PPG format: The format to our current PPG needs to change. It needs to be led by members of the PPG, which is actually how many other local surgeries are successfully running their groups. PPG Member Dawn Hoskins has attended the latest PPG Network meeting on behalf of the surgery as unfortunately neither Dr Casey nor Lorraine were able to attend.

Dawn shared her ideas and her notes from the meeting with the group;

- All the other PPG chairpersons are patients rather than medical professionals.
- The Network of the various PPGs is developing a best practice portfolio and a forum where groups can share their ideas and successes.
- They aim to improve understanding between GPs & patients.
- Clear & concise Terms of Reference.
- A dedicated PPG noticeboard in the waiting room.
- Noticeboard TV (Lorraine confirmed this will be working again soon)
- Members of PPG sometimes canvass other patients in the waiting room – Bath Lodge managed to recruit 1200 extra members by repeatedly doing this
- Hearing Loop for the hard of hearing. (Lorraine confirmed that we have had this for years but there was a delay in moving it to the new reception desk)
- Aids for the partially sighted
- Community engagement
- Dementia Friendly Initiatives
- Combatting Loneliness
- Community support (luncheon clubs, transport etc.)

At the last Network PPG meeting on 14th March, the following was discussed;

- The message needs to go out that PPGs are to help solve problems & make life easier
- CCG to run an audit of TV screens in surgeries
- Encourage Practice Managers to attend the Practice Managers Forum. (Lorraine confirmed that Jayne, Practice Manager or Shaun already attend these meetings)
- Local solutions Groups
- Bath Lodge discussed their successful leaflet campaigns & patient Surveys
- GPDR wordings
- Friends & Family Surveys (always available at Woolston Lodge)
- Art in Health – ways to grab attention

- Dorset already running a PPG Network
- Resources
- Previously discussed public event to be postponed until foundations of PPG Network in place

At the next Network meeting on 9th May 2018;

- CCG will be formally invited & asked for funding
- Topics to be selected from strategic mission paper & presenter to attend
- Portfolio presentation
- Dementia Friends training session

For Woolston Lodge PPG to consider;

- Terms of Reference
- Website – currently refers to a virtual PPG
- Communications / recruitment of more members
- Chair
- Action Plan

Dr Casey thanked Dawn for attending the last meeting as the surgeries representative and for the work she has put in so far with the terms of reference etc.

The PPG really needs to run itself, although Dr Casey &/or Lorraine will continue to attend in a liaison capacity whenever possible.

Bath Lodge and several other surgeries PPGs are already running on this format very successfully and have brought real change and improvements to their surgery environment. It was generally felt that WLS's PPG needed to grow and could always split off into sub committees for different projects if it became too big.

The group generally felt the change in focus would be a positive change and Mr Armstrong especially thought it was a great idea.

Mr Arnold felt that a 'board' to filter ideas would work, and wanted to ensure that all members fully understood that the PPG was not a sounding block for personal complaints.

As we currently have almost 290 members of our PPG, Mrs Arnold wondered if the poor attendance at meetings was because they were held on a Saturday lunchtime? Dr Casey said once PPG was running itself, the meetings could be held anytime that a meeting room was available, however it might mean that a surgery representative was unable to come. The group felt it was important to keep a practice liaison. Dr Casey confirmed that he would be happy to still attend the meetings and take ideas / feedback to the other GP partners, provided they could be accommodated within his work schedule.

Dawn read her draft copy of the Terms of Reference and various suggestions were made by the group for alterations. These have been taken on board and the amended draft is attached.

The group agreed that the amended Terms of Reference should be sent out to the PPG as a whole to be agreed at the next meeting.

As far as officers were concerned, it was felt that we should ask all current PPG members for nominations for Chair / Vice-Chair, and Secretary / Vice Secretary. Mr Arnold suggested each nominee provides a CV type statement outlining their suitability for the role which would be helpful when a vote is taken. Mrs Arnold and Dr Casey felt that Dawn would be a good Chair person, but Dawn was not sure if she had the time as she works a 40 hour week and would therefore need lots of support. She did however agree to be interim Chair until someone is in post.

Mr Eayrs confirmed that he would be happy to speak to other health service professionals.

Mr & Mrs Arnold volunteered to spend some time (possibly a Monday morning) in the waiting room handing out flyers and drumming up support for the group and trying to recruit new members.

Mr & Mrs Arnold to action once flyers are ready.

Mrs Carter said that she found it difficult to see Dr Gay, which was felt to be a general problem as the surgery has grown, but that this was not the right forum to discuss the issue at the current time.

Mr Eayrs suggested a wording for the flyers along the lines of “Do **you** want to improve **your** surgery? If so, **join us**” The group felt this was a very good start and Mr Eayrs has agreed to come up with some more suggested wordings for the flyers.

Mr Eayrs to action.

It was suggested that a poster could be produced of the partners pointing and wording “**Your Surgery Needs YOU!**” This was felt to be a great idea which Dr Casey will suggest to the other GP Partners.

Dr Casey to action.

The group could also have their own noticeboard for it's own notices and those from the community.

Lorraine has gained agreement for this from management.

It was felt that the updated Terms of Reference should be sent out to the rest of the PPG within the next couple of weeks.

Matters Arising: The minutes from the last meeting were checked and agreed.

Any Other Business: Dr Casey informed the group that the lines in the car park were to be repainted soon, although the exact date keeps changing due to adverse weather.

Mr Arnold suggested that the surgery look into a ‘parking eye’ type system which would help to prevent persons misusing the car park. This was felt to be an idea which may be something the group can investigate, however Dr Casey pointed out that the car park is also for the use of Lloyds’ customers and that any changes of this type would need to be made in conjunction with them and our landlords.

Mr Armstrong asked whether anything more has happened on the bench. Lorraine confirmed that the bench had been purchased. However, it had unfortunately arrived damaged and with the wrong type of legs. These issues are currently being discussed with the suppliers and would hopefully be resolved soon so that the bench can be fitted.

Dawn had some flyers advertising a free Driver Skills Scheme Workshop aimed at drivers aged 60 and over to update their knowledge and improve their awareness. To be held at the Drummond Centre, Hedge End, on Tuesday 3rd April 2018 10.00am – 12.30pm. Dawn passed these out to all those interested and Lorraine will display those remaining in the waiting room.

Lorraine has actioned.

Dates for Next Meeting: 21st July 2018

Dr Casey thanked everyone for their time, and closed the meeting.