



DRAFT

Minutes of the Patient Participation Group Meeting held on 10th September 2019

1. Present

Steve Bates; Elspeth Woods; Bruce Battams; Denise Inggall; John West; Maureen Peerless; Christine Cartwright; Fay Read; Gordon Lovell; Angela Lovell; Phil Stride; Clive Robinson; Jan Lloyd; Dr Marchant; Nigel Vaughan; Bob Gould; Vanda Gould; Mark Pitman; Toni Rampello; Penny Liddiard; John Neale; Dr Fagan (latter part of meeting)

2. Apologies

Sheila Dale; Judith Westall; Mary & Peter Sadler; Jane Hanlon.

3. Draft Minutes of August 19 PPG meeting

The Minutes for the August meeting were duly agreed subject to the note below.

Note: Penny Liddiard reminded the group that she had in fact tendered her apologies for August meeting and this had been omitted from the minutes. This has now been rectified.

4. Guest Speaker

Rebecca (Becky) Pritchard had contacted the PPG to offer a session on the research she is involved in at Leicester University which is an extended study in Diabetes.

Becky gave a lively and passionate talk about how people with diabetes engage with educational initiatives to help control symptoms and manage changing lifestyles. The key question is why people do not seem to want to engage with the existing interventions. The research also includes looking at GP culture in dealing with diabetes; and engaging with patients who have given permission to have their records reviewed. The discussion also covered the different elements of the research and well as highlighting system changes and the development of regular newsletters and 6-monthly updates which Becky will ensure get sent to the PPG.

There were many questions raised by group members and Becky responded with knowledge and humour. Steve expressed his, and the PPG thanks for Becky to offer her services at this meeting and for agreeing to come back in the future to provide an update.

5. Matters Arising

- a) Horticulture/Car Park: The front borders continue to look beautiful, thanks as always to Bruce for his hard work and the idea of having a plaque in the beds referencing the PPG was felt to be a good idea and adopted as something to be taken forward.
- b) Future speakers: Jan confirmed that Cheryl Scott(Podiatrist) will be guest speaker in October.
- c) Further to ongoing attempts to engage with Cobbs Garden Practice, Steve has been told they will respond formally to him after their next meeting
- d) Flu Jab session dates have been announced – Saturday 6th October for over 65's and Saturday 26th for others at risk. The reason for two separate dates is that there are two separate vaccines.
- e) Toni agreed to co-ordinate the rota, two people per 1 or 2 hour slots. Elspeth to forward the rota to the group to seek volunteers. Angela and Gordon offered to co-ordinate the hampers for the raffle and donations being sought to be handed into the surgery for Jane.
- f) No further progress on the singing group – efforts still being made to find a choir leader and once that has been achieved then days/location can be discussed.
- g) Toni confirmed the newsletter is drafted and with Jane for approval on her return from holiday after 16th September.

6. Surgery Update

Dr Marchant reported that there is not a lot to report to this meeting other than efforts continuing to find a new salaried GP for the practice. Dr Fagan answered a question that had been raised about the possibility of a ticketing system for appointments in the mornings to avoid confusion and queue jumping. The question had been raised by one member but not widely endorsed as a problem by the others. Dr Fagan held the view that a ticket system would cause more problems than it would solve and would not be something that could be taken forward.

A question was asked re MJOG as an option to reduce the number of letters going out to patients. There was some discussion but at the present time the technology is not quite sophisticated enough to replace letters entirely – there may be advances in due course.

AOB

Steve confirmed he will be missing the October meeting due to his holiday in New Zealand and Jan Lloyd would chair the meeting. Elspeth also confirmed she has holiday commitments and would need cover to. There were several (8 in total) people indicated they may be unable to attend in October. Steve to monitor and take a view nearer the time as to whether it might be better to defer October's meeting.

Next Meetings – subject to attendance

Core group 2nd October at 10.15am

PPG meeting 8th October at 6.15pm