

Minutes of the Mickleover Medical Centre – Patient Participation Group meeting Thursday 6th April 2017 6 pm.

Members encouraged to consider application for places at the NAPP annual Conference 24th June.

1. a. Apologies for Absence – John Spray, Sarah Cox, Apostolos Fakis
 b. Resignations – Eddie Van Den Bron

The meeting voted unanimously for John Trevail to take over as chair of the PPG.

2. Matters Arising

- a. Action Plan discussed. JT to update.
- b. “Place” practices details to be forwarded to Sarah Cox for checking before circulating to relevant PPGs
- c. presentation by Apostolos to be rescheduled for next meeting.
- d. Travel Clinic item to be deferred til NHS has announced a decision
- e. A comprehensive list of acronyms is now available – thanks to Tove
- f. There is a large list of people, who have previously expressed interest in joining the PPG. This needs further verifying and it was agreed at the meeting that exploring the demographic range: age, ethnicity etc. would be supported by the PPG Members. See below:
5.

3. PPG Profile at the Centre

Group supported the idea that the main interface be moved from notice board to TV screen. Further action to await talks with Roxanna Hughes re capacity/suitability of the technology at next meeting.

4. VPPG

Useful discussion and agreement on the importance of utilising e-links with a much larger proportion of our patients. Mention made of Facebook and Instagram. JT and TW to continue to develop the tabled action plan ideas.

5. PPG Membership.

Group supported idea that Chair should contact those 'applicants' who would best enhance PPG representativeness. Debate about length of membership of PPG etc.

6. Practice Update

Rowan Chamberlain (GP) to start in May for 4 sessions, along with Heather (Nurse Practitioner) plus a new Practice Nurse: Triage nurse is not a job title.

35 people came to the tea & chat: the largest group yet. To be built upon. This via Rachael (Care Co-ordinator) who is in touch with vulnerable groups.

Consider how to publish stats and give patients feedback on what the practice is doing e.g. 150 triage phonecalls per day!

7. The Action Plan

There are lots of ongoing activities, within this. e.g. links to healthwatch especially re STP public Engagement sessions in May, bringing forward ideas from NAPP, the newsletter, social media and how best to use this. Feedback on DNAs etc and increasing the reach of the practice and its limited resources.

8. AOB

- a. Constitution to be on next agenda
- b. Sustainability and Transformation Plan to be a standing item
- c. Attendance spreadsheet to be resuscitated
- d. Follow up with Tony how his "quiz" is going with Sarah
- e. A mission statement is still being considered by the group
- f. PPG of the year award via NAPP – thoughts?
- g. Phil offered assistance with further developing the website.
- h. How to link more closely with the VPPG and to stimulate contact across the groups – should we arrange to meet? Agreed that circa 17 people on a VPPG when the practice has 11k+ patients doesn't seem quite right.
- i. Developing "Place" PPG further e.g. populating the contacts sheet and making links.

Next Mtg – Thursday 25th May 2017 6 pm

