

PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 26 June 2015 at 2pm in the Board Room

Present: Howard Ballard (HB), Gemma Jackson (GJ), Sally Johnson (SJ)
Liz McCornick (LMcC), Betty Tyrrell (BT), Brian Whaley (BW)
Colin Wharton (CW), Sheila Smith (SS)
Dr Felicity Guest (FG), Amy Sissons (AS) (Practice Manager)
Sandra Bland (SB)

Apologies: Beverley Mullaly

Notes: Beverley Fryers

AGENDA ITEM	Action
<p>1. Welcome and Introduction</p> <p>AS welcomed everyone to the meeting and thanked them for attending. She offered to take members of the group on a guided tour of the Practice at the end of the meeting.</p> <p>Members were invited to give a pen portrait of themselves by way of introduction.</p>	<p>AS ✓ 26.6.2015</p>
<p>1.1 <u>What is a PPG?</u></p> <p>Patient Participation Groups were first formed in 1972 and the National Association for Patient Participation (N.A.P.P.) was formed in 1978 as the umbrella organisation.</p> <p>PPGs work with Practices to provide practical support and help patients take more responsibility for their own health and to provide strategic input and advice.</p> <p>PPGs are based on cooperation, trust and respect between the practice staff and patients. They ensure that services provided by their practice are responsive to patients' needs and the quality of care continuously improves.</p>	
<p>1.2 <u>Why are we forming a PPG?</u></p> <p>It is a requirement in our NHS contract, but there have been a lot of personnel changes within the Practice over the last few years and new staff would like to work more closely with patients. The Practice would work alongside the PPG to deliver what the patients require as well as deliver what NHS England and Fylde and Wyre Clinical Commissioning Group (CCG) would like us to deliver in our contracts.</p>	
<p>1.3 <u>What do we want from a PPG?</u></p> <p>Following the recent successful CQC inspection in which the Practice scored Good overall, it has been discovered that successful PPGs and excellent practices go hand in hand by:</p> <ul style="list-style-type: none"> • Communication • Health Promotion • Wider Health Issues 	

AGENDA ITEM

Action

1.4 What we don't want from a PPG

A PPG (in our opinion) should NOT be:

- A forum for complaints
- A doctors' fan club
- A time-consuming activity for practice staff

A presentation was shown to the group which included a short video produced by NAPP which explained the ethos behind PPGs and contained contributions from members of a well-established PPG. Members' comments were as follows:

- It was quite disappointing that the people who were attending the meeting today were 'of an age' and FG asked the group to think about ways of spreading the word to the younger element.
- AS explained the difference between the Core and Virtual Groups and stated that the Practice was trying to communicate and engage with patients using a variety of methods. She added that the Practice is in the process of producing a quarterly newsletter and it was hoped that the first one would be published in the Autumn.
- One of the group stated that on the practice website the information about the flu vaccination programme was not clear. It was explained that all patients newly eligible for a flu jab will be receiving a letter but that those who are already eligible will not. A poster has been produced and further information will also be published in the Thornton Link magazine.
- GJ confirmed that she has a contact with the Link magazine and BT offered to find out the area of distribution.
- AS highlighted the recent BioBlitz event that had taken place at Stanah and the opportunities that events like this can offer to a wider range of people. AS also stated that a representative from the Alzheimer's Society could be invited to attend a future meeting in order to raise awareness.
- It was highlighted that the Practice is also considering opening a Facebook Group and a discussion took place about the pros and cons of the use of social media. AS explained that it would be a 'closed' group, and it was suggested that a training session should take place. AS offered to invite a representative from the CCG to the next meeting to explain how Facebook should be used.
- It had been noted that the PPG in the NAPP video had not included any official representation from the associated practice, however, members present felt that there should always be someone from the practice in attendance at meetings.

PPG

BT

AS

Members of the group were then asked to split into 2 groups to come up with ideas of their expectations of the PPG and the following points were highlighted:

Group 1

- Representation
- Listening to patients' moans:
 - Disabled car parking
 - Chemists and staff
 - Cycle rack
- Help to promote the practice
- Possible fundraising for equipment for the practice
- Better communications and understanding (how it all works)

Group 2

- Communications – It should be a gateway to accessing and understanding information and all medical facilities
- Better understanding of local services
- Wellbeing promotion

AGENDA ITEM	Action
<p>AS thanked everyone for their contributions and the following was explained:</p> <ul style="list-style-type: none"> • The way the Building Partnership worked was explained regarding the issues about parking, and AS confirmed that she would take the suggestion of a bicycle rack to the Building Partners at their next meeting. • It was noted that the baby vaccination clinic held every Wednesday morning would provide a great opportunity for the PPG to raise its profile within the practice. • An overview of the CCG and NHS England will be given at the next meeting. 	<p>AS</p> <p>FG</p>
<p>2. Aims and objectives</p>	
<p>2.1 <u>Terms of reference</u></p> <p>Examples had been provided and the group was asked to give some consideration to Terms of Reference for the PPG before the next meeting.</p>	<p>PPG</p>
<p>2.2 <u>Select Chair and Secretary</u></p> <p>Members were invited to submit expressions of interest if they wish to serve as Chair and Secretary. It was noted that one application had been received so far for the post of Chair and, as time was short, it was agreed that final expressions for both posts would be brought to the next meeting.</p>	
<p>2.3 <u>Agree schedule of meetings</u></p> <p>No decision was made but there was a consensus that the PPG should meet approximately 4 times per year.</p>	
<p>3. Next steps</p>	
<p>The following points were noted for information:</p> <ul style="list-style-type: none"> • NAPP website can be accessed at www.napp.org.uk • AS can be contacted directly on 01253 897631 or by email at amy.sissons@nhs.net • BF can be contacted on 01253 897629 or by email at Beverley.Fryers@gp-P81079.nhs.uk <p>The group agreed that the minutes could be sent via email so that they have other members' contact details.</p>	
<p>4. Date and time of next meeting</p>	
<p>It was agreed that the next meeting will take place on Friday 11 September 2015 at 2pm in the Board Room.</p> <p>AS and FG thanked everyone for attending.</p> <p>Subsequent to the close of the meeting, C Wharton stated that he would not be attending further meetings due to prior commitments and withdrew his application for Chair.</p>	