

## **PATIENT PARTICIPATION GROUP**

### **Minutes of the meeting held on Friday 11 December 2015 at 2pm in the Board Room**

**Present:** Cllr Howard Ballard, Marjorie Ellison, Gemma Jackson, Patricia Exon  
Betty Tyrrell, Keith Johnson, Howard Ballard, Liz McCornick, Jim Thompson  
Jean Thompson, Sheila Smith, Sally Johnson

**In attendance:** Dr Felicity Guest, Dr Adam Bajkowski, Beverley Fryers

#### **1. Apologies**

No apologies were received.

#### **2. To approve the Minutes of the Meeting held on Friday 13 November 2015**

The minutes of the meeting held on 13 November 2015 were approved with the following amendments:

- Misspelling of Keith Johnson's surname
- Betty Tyrrell had been marked absent but was in attendance at the last meeting.

#### **3. Matters Arising**

Minute 6: Facebook Troubleshooting – It was noted that Sally Johnson would be arranging to contact Amy Sissons regarding privacy on the Facebook page.

#### **4. Terms of Reference**

There were still no Terms of Reference. Sally Johnson was very apologetic and it was agreed to defer this item until the next meeting.

Members were asked to email any comments they may have to Sally.

#### **5. Dr Adam Bajkowski**

Dr Bajkowski introduced himself and spoke about a task he would like the PPG to be involved with encouraging patients attempts to exercise.

He explained that there are many reasons why people do not exercise but stated that exercise does not always have to mean going to the gym. There are hiking/walking groups, dancing, Pilates etc which people don't know about. He also stated that he deals with arthritis-type problems which people think means they should rest their joints when, in fact, the opposite is true. Dr Guest added that many people think that exercise is for younger people and that as they get older they do less.

Dr Bajkowski asked the PPG to watch a video on YouTube entitled 'twentythreeandahalfhours' which, he said, should inspire people to make a difference. There was also a recent advertising campaign called 'This Girl Can' developed by Sport England which is also worth a watch.

Dr Bajkowski asked the PPG to consider this suggestion over Christmas and come up with ways in which they can encourage people to take more exercise. He stated that the PPG would need to be aware of what to suggest to people and stress that they should be careful but not too careful.

The PPG were asked to bring any ideas to the next meeting.

## **6. Facebook Group Troubleshooting**

It was agreed that there must be an issue with the Facebook Group as people were having trouble accessing it. Howard Ballard agreed to investigate and come up with a solution by the next meeting.

When the issues have been sorted it was hoped that the Facebook link should be able to be accessed from the website.

## **7. Update from the Chairs Forum**

Howard Ballard updated members as follows:

- Minutes are not made available until they are distributed at the next meeting and he agreed to bring them to a future PPG.
- Information from the Integrated Neighbourhoods Panel would be photocopied and circulated to members.
- Apparently there had only been 4 responses to the Friends and Family questions. Dr Guest asked the PPG to encourage patients to feedback more regularly and not just when they are annoyed.
- He had put forward a proposal to the CCG that flu vaccinations should only be available from GPs at the start of the vaccination programme following which it would be opened up for chemists.
- It was noted that there had not been very good communication about Self Care Week and not enough information, handouts, etc. Further feedback from Self Care Week was as follows:
  - The table was not in the correct place. Because the touchscreen was out of order, patients arriving went straight to the desk.
  - Liz McCornick stated that she was more proactive and engaged patients in the seating area with copies of the newsletter, leaflets etc. She stated that some of the younger patients were quite responsive.
  - Gemma Jackson stated that some patients had suggested having photos of GPs in the waiting area along with which days they are in the surgery. She stated that this information was not correct at present on the website and needs to be changed. Beverley Fryers agreed to ensure that this was done.
  - Some patients had issues with the Treatment Room but it was agreed that the Practice could not do much about this.
  - The Newsletter had been very well received by patients who stated that there was lots in it they did not know. It was agreed that this was a very good tool for engaging people and that some should be placed in GPs rooms for handing out to patients.

- Betty Tyrrell asked if there were any spare rooms available occasionally so that she could speak privately to patients and Beverley Fryers agreed to find out.

## **8. Housekeeping**

It was agreed that the list of Core members should be published as soon as possible. Liz McCornick stated it was very important that this was addressed as the group cannot work properly if they cannot communicate with each other effectively.

## **9. Any other business**

Dr Guest stated that she had recently been to an update meeting regarding NICE guidelines for cancer. One of the speakers had been someone whose remit was around screening uptakes and that they were looking to engage people. Members agreed that this was something they would be interested in and it was agreed to invite her to the next meeting.

## **10. Date of next meeting**

It was agreed that future meetings would be held every two months and commence at 2.15 instead of 2pm.

The next meeting was scheduled to take place on Friday 12 February 2016 at 2.15pm.