**The Lakes Medical Practice Patient Participation Group**

**Meeting Minutes**

**Date and time: 10th April at 5.30pm**

**Attendees: Colin, Rosie, Trevor, Margaret, Hilary, Dr Rhodes and Jenni (minutes)**

**Apologies: Moira, Claire and Caroline**

**Chair:** Ros Niedt

**Welcome and apologies**

Apologies received and acknowledged.

**Review of last month’s minutes**

CQC Inspection – Ros fed back to the group with regards to her recent appointment with the CQC inspectors. They advised her that the group had made excellent progress since being a relative new committee. She informed the inspectors of:

* Age range of the group
* The attempt of contacting the schools
* Template for the Ground Rules and Terms of Reference
* Her planned meeting with our PPGs on 18th April – there are 6 practices attending this and 2 practice managers. Aim will be to meet 1 or 2 times a year. Health authority could use this as a platform for feedback on changes. Ros is also contacting Court Thorn to see if they are happy to attend.
* Annual N.A.P.P Conference – Ros will be attending this in June
* PPG awareness week in June
* PPG Suggestion box – we use this for feedback from the patients
* CQC advised the group needed a constitution and confidentiality agreement for all members. Ros has checked on the NAPP website and we have to have one.

Ros gave her heartfelt thanks to Colin, Rosie and Claire for their analysis of the paper survey. The inspectors had not seen one as good as this before.

**Items on agenda for this month’s meeting**

Secretary Position – Margaret Hardy has resigned from the group with immediate effect. Trevor will assume the position going forward.

Age range – Trevor has sent an email to the head of 6th form at UCC and attached a poster to gain interest in the PPG. The schools have safeguarding procedures in place so the informal advice is that they will add the poster to the 6th form noticeboard and then students can approach the PPG as a free agent. If the group wants to pursue this, Trevor is happy to do so. He will also contact QEGS and Newton Rigg. Poster does advise it supports ACAS applications.

Confidentiality Agreement – all are happy to sign the form that was handed out at the meeting, this will be circulated to everyone to complete. The form needs to align with the Terms of Reference.

Complaints – CQC recommended that the PPG should see complaints. Dr Rhodes advised before we look into this, it would be worth getting advice from N.A.P.P, Ros will look into this. Suggestions could be that the practice reports recurring themes from the complaints log on a 3 month basis which will be reviewed by the PPG. Suggestion to patients that if they would like a patient representative, the group would be happy to help them.

N.A.P.P Organ Donation – To promote organ donation. Organ donation promotion details to be added to the PPG noticeboard in the waiting room by the group. Organ donation to be added to the website and newsletter also. Surgery to add organ donation to the new patient health questionnaires and add to the website and newsletter.

Rolling health promotion – the group discussed again a possible health education evening/Saturday morning. Will agree topic and contact patients who we don’t reach. Articles in the local pres for promoting minor ailments (to be discussed again after the conference in June).

Resource Pack – Group to review the resource pack handed out at the meeting and bring their feedback to the next meeting.

Raising Awareness – the draft report highlighted that patients are not aware of the PPG. The group discussed ways to promote themselves, perhaps using structured organisations such as U3A and WI. The group will compile a contact list for organisations that they could use to promote themselves, what they are doing for the practice etc. To be reviewed again on the May Meeting..

Online survey – only 100 responses of the survey to be reviewed. The practice made the decision that they can upgrade the current plan we have as cannot justify the running costs to keep this going monthly. Colin will come into the surgery and review the responses. Colin will contact Rose and Claire to analyse.

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**Any other business -** None

**Next meeting – Tuesday 8th May at 5.30pm**