

CHAPELFIELD MEDICAL CENTRE

Mayflower Way Wombwell Barnsley S73 0AJ

PATIENT PARTICIPATION GROUP MINUTES

Tuesday 7 May 2019 at 2.00pm

1.	<p><u>Welcome and Introduction:</u></p> <p>JP, CH, GLG, MK, OA, MG, JG and EA</p>
2.	<p><u>Apologies:</u></p> <p>Apologies noted.</p>
3.	<p><u>Minutes of Last Meeting / Matters Arising:</u></p> <p>MK thought that not a lot of changes are made from meeting to meeting. OA suggested that we be more positive and move forward. If it doesn't move then change the route. It was suggested that maybe at the next meeting one of the Partners could attend. Then maybe they could attend 1 in 4 of the meetings and some ideas could be put to them to discuss. JP explained that this is a PPG member led meeting and therefore ownership / content can be suggested by the members and we are happy to table any ideas.</p> <p>It was discussed that before we have had an open day and also had a couple of people in reception speaking to the patients before but nothing really came of that.</p> <p>MK also wanted to implement the idea of having alternative therapies to help patients, rather than just prescribing medication, alternatives therapies for example, reflexology, massages, sports massages, Raki and acupuncture. JP stated that this has been looked into before but these are not NHS therapies they are private and therefore would incur a cost. There is also the issue with room availability. JG suggested that there are other alternatives available ie having someone to talk to etc. It doesn't have to be available at the Surgery as there are specialists that GP's can refer to, this is in the end a GP Surgery. MG stated that we used to have a Psychological Wellbeing Practitioner here at the Surgery in the past. But the main issue is again</p>

	<p>about room availability/funding. Our Doctors, Nurses and Health Care Assistants take priority. It would all have to work around our Doctors etc regarding days off and holidays. There is always someone to fill a room.</p>
4.	<p><u>Role of Chair and Secretary for the next meeting:</u></p> <p>OA Role of Chair GLG Secretary taking minutes.</p>
5.	<p><u>CQC – telephone call – 22.05.2019:</u></p> <p>CQC have made some changes to how they inspect GP Practices. This will consist of a telephone assessment annually to ascertain any changes since the last inspection/assessment. A site visit will take place every 5 years.</p>
6.	<p><u>PPG Notice Board ? ideas:</u></p> <p>Discussion regarding the notice board needing updating. MK suggested that we should have a notice put on the front door and also on the TV as patients always look at that. JP suggested that it might be a good idea to put a box in reception for non-clinical ideas/suggestions from patients. Then ideas to be brought to the group and discussed.</p> <p>The board needs to be brighter and be more colourful, to attract patient's attention. MK also suggested that it would be good to have a place on the TV to advertise the PPG Committee to new recruits. Patients should be made aware that they can come to the members of the PPG for ideas to improve the service, any issues or suggestions (non clinical).</p>
7.	<p><u>PPG Survey:</u></p> <p><u>All surveys were given out to the members at the last meeting and only 2 returned.</u></p>

8.	<p><u>Date for next PPG Meeting:</u></p> <p>OA is unavailable from 8th to 23rd July. JP to speak to OA to arrange the next meeting after 24th July 2019.</p>
9.	<p><u>Any Other Business:</u></p> <p>MK stated that the online booking system sometimes does not work when she uses the app. CH suggested going via the system online which is proven to be better.</p>

Meeting ended.