

**MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP (PPG) HELD ON TUESDAY 14TH JUNE 2011 AT 2pm.**

Present: 15 members in attendance as recorded on the attendance sheet and in the minutes.

Apologies: 4 apologies received and noted.

Item	Discussion	Action
1	<p>The interim chair thanked everyone for attending and the member for bringing refreshments. As there were new members attending for the first time all members introduced/re-introduced themselves.</p>	
2	<p>The patient public engagement (ppe) officer then outlined the different types of Patient Groups and the Terms of References (TORs). They are:</p> <p>Very Formal with an allocated Chair, a Deputy Chair, Secretary, Treasurer etc. These TORs are longer and more involved, reflecting that formality. Minutes of meetings tend to be formal.</p> <p>Less Formal with a Mission Statement or perhaps smaller TORs. The only appointments tend to be the Chair and the Secretary. Minutes are less formal.</p> <p>This was briefly discussed and whilst the decision was deferred until the next meeting the general consensus appeared to be for the more informal approach. The chair is to send out both sets of TORs so an informed decision may be made at the next meeting.</p>	<p>Chair to send out TORs</p>
3	<p>The ppe officer then went on to highlight that this is a patient group. It is 'your' group as patients. You can decide the projects, looking at both what is good about the practice, but also what can be improved in the practice. You should elect the key appointments.</p> <p>At this stage a member stated that as the interim has the knowledge of the working of the NHS he would suggest that he is elected Chair for the foreseeable future. All were in favour of this.</p> <p>Then another member very kindly said that she would</p>	

	<p>volunteer to be the Secretary. Again this was carried unanimously.</p>	<p>Secretary elect to send minutes to Chair for dissemination.</p>
<p>4</p>	<p>The group then discussed some “quick wins” and said that a few would be initially picked.</p> <p>One member suggested that as there were many NHS terms and abbreviations used a list should be comprised. The ppe officer said that she had a “jargon buster” and list of abbreviations that could be used as a starter.</p> <p>Patient Chairs was again discussed and it was suggested that the Chair should look at procuring chairs with higher seats for patients with mobility problems. If this was not possible chairs with arms would suffice.</p> <p>The patient Suggestion Book in the waiting room should be replaced with a more confidential Suggestion Box. A member said that he could make one for the group.</p> <p>Patient Surveys that could provide patient feedback on things such as appointments, services provided etc are an excellent way of improving the practice’s services and should be considered for the future.</p> <p>Newletters are a good way of getting information to the patients, although some members considered them to be a lot of effort for something that does not always get read. A compromise was to produce a PPG leaflet about the PPG, giving details of who it is, what it does and how to feed into it (ie suggestion box etc). The DIAL Helping Hands newsletter was briefly discussed and it was agreed that the producers should not be approached to have articles about the PPG published, although some showed an interest in being on the distribution list.</p> <p>A Display Board for the PPG and its work within the practice. It was generally agreed that this would not be pursued at this stage.</p> <p>One member agreed with the secretary’s comments on the previous minutes that a Frequently Asked Questions</p>	<p>The ppe officer to send to chair for distribution.</p> <p>Chair to look at procurement.</p> <p>Member to make a suggestion box. Chair to look at a more permanent solution.</p> <p>Chair to produce basic information sheet.</p> <p>All to look at the</p>

	<p>(FAQ) page on the website is a very good idea.</p> <p>After some discussion about all the above the following were chosen as the initial work for the Group:</p> <ul style="list-style-type: none"> • Reception Chairs. • Suggestion Box. • FAQs. • PPG news sheet or leaflet. 	type of FAQs.
5	<p>The ppe officer mentioned that the Primary Care Trust (PCT) holds a PPG Network Meeting once a month with a representative from each PPG attending. The next is scheduled for 10 – 1130 on 29th June and she asked for volunteers.</p>	PPE Officer is to ask patients if they would attend.
6	<p>A member said he would be happy to look at the Practice Leaflet to comment on its content.</p>	To brief at the next meeting.
7	<p>Any other business (AOB).</p> <p>A patient suggested that it would have been good to have a partner in attendance at the meetings. The chair said that whilst this had been considered it was deferred until the PPG had produced its first piece of work. This was generally agreed by those attending.</p> <p>The same patient also asked if, in addition to the members' names, each should produce a short resume of their background and current interests. After a brief discussion it was agreed that at present the names and the verbal brief given at the first meeting would suffice.</p>	
8	<p>Date of the next meeting was agreed as Monday 18th July 2011 at 1.45 for a 2pm start. If you are unable to attend please contact the surgery.</p>	