

## ***Cadbury Heath Healthcare Patient Participation Group***

### **Minutes of Meeting Held Thurs 8 November 2018**

**Present.** Rosemary Dibble (RD) Chair, Richard West (RW), Kath Horne (KH), Mike Armstrong (MA), Sheri Howell (SH)

**Welcome.** RD welcomed everyone to the meeting.

**Apologies.** Alan & AM Hobdey, Derek Brewer, Dr Caia Francis Steve Howell. As only 5 people were present, and no GP, it was agreed this would be an informal meeting.

**Matters Arising** from the minutes. News note 2 was raised by KH and concerned DNA letters.

**Terms of Reference** held over.

**Friends & Family.** Held over until Vie Dew is present.

#### **News.**

1. **Organised walks.** These are now held every Tuesday and KH would welcome PPG members who could encourage walkers to attend the PPG. MA will attend next Tuesday.
2. **Non-medical phone calls.** KH reckoned one 5<sup>th</sup> of calls to the practice were from lonely patients who wanted to see a GP for company. KH is starting to collect activities that such people might be encouraged to join and asking Reception to direct such calls to these groups. 1.30 next Weds (14<sup>th</sup>) there will be a tea party, local community centres have been invited to attend in order to tell staff about what's on and available. The receptionists will then be able to info such callers of what's on with the longer term plan of encouraging patients to perhaps join.
3. **Sepsis** Staff have been trained.
4. **There is a new nurse (Nickie).**
5. **Inspection.** In anticipation of the next Practice Inspection, KH is inviting patient's candid opinions of the practice.
6. **Badges.** KH has obtained new badges for all staff to wear bearing a first name in the form "Hello my name is ..."

**Flu.** KH confirmed that for the first time, there are two vaccines – one for under 60s, and one for over 60s. She confirmed there had been supply problems, and was congratulated on achieving an adequate supply for this surgery.

**Terms of PPG Cluster Meeting.** The next one is at Cadbury Heath on Jan 14 at 10.30. As numbers are now limited to 2 per practice, RD & RW will attend.

**End of Life.** KH will brief herself in advance on legal aspects, and try to get a GP to speak as well.

**Next Meeting.** Thursday 31 January at 6.15 for 6.30. RD will produce a draft list of future meetings for approval at that time.