

Notes of PPG Meeting 9 July 2018

Present Dr Tim Ramsbottom, David and 7 patients.

		Action
1	<p>Minutes of meeting 9 April Displaying stroke awareness info Way forward for the PPG - attached statement agreed</p>	David to source and display
2.	<p>Partners Update</p> <ul style="list-style-type: none"> • Discussions about new premises have stalled but the LGCHF is meeting later this month to discuss again • Three of Letchworth's four practices would merge; Sollershott is less certain due to its changing management arrangements • Dr Helen Davies has been appointed plus several other new clinical staff • Data on new website usage shows little patient awareness of online access opportunities • Surgery now has control of its own content and inputting on the new website 	<ul style="list-style-type: none"> • Jackie to update Who's Who poster with photos • All to try using new online access opportunities at www.nevellsroadsurgery.co.uk/online-requests • Newsletter to feature website • Surgery to consider training a few PPG volunteers to help with site maintenance
3.	<p>CCG Patient Participation Group</p> <ul style="list-style-type: none"> • CCG is working on improving patient involvement • Also gathering patients' views on blood clinics in East and North Herts which is about to be retendered 	All to respond to this questionnaire: www.enhertsccg.nhs.uk/phlebotomy-engagement . Respond by 5pm Sunday 22 July 2018
4.	<p>Goal setting for the PPG and Surgery</p> <ul style="list-style-type: none"> • NAPP toolkit "Building Better Participation" • module: Knowing and working with patients Goal 3: <i>The PPG and practice assess the impact of patient and carer involvement, and share this with patients and carers</i> • Surgery's role is to signpost carers to sources of help. Website signposting to be improved • Could consider buddy system • module: Helping PPGs work well Goal 3: <i>The PPG uses various methods to communicate with and involve all patients</i> • Surgery has/had a list of patient emails to use for surveys which has not been used recently • PPG has some email-only participants but needs more • New poster provided for display at reception • Research: we need to visit PPGs at similar practices for ideas on what works well. Aim to make visits before next meeting 	All to comment at next meeting on ways to improve carers info and signposting via: <ul style="list-style-type: none"> • new patient's joining form • noticeboard • online • handout/pack • list of useful organisations • Surgery to email patients on their survey list and offer to transfer them to the PPG • PPG members to visit waiting room (by rota) to enlist more participants - Jackie to lead on drafting a script and GPs handout • David to identify possible PPGs and visit with PPG volunteers
6.	<p>September newsletter ideas: Dr Helen Davies Making contact via the website Shingles</p>	<ul style="list-style-type: none"> • Team to draft by late August • Dr R to ask Dr Davis for 'Meet the doctor' text
9	<p>Next Meetings - Mondays 6.30 - 7.30 at the surgery: 8 October; 14 January 2019</p>	All to note

Possible future areas of interest

Appointments system

Patient survey

Update on CQC findings: www.cqc.org.uk/sites/default/files/new_reports/AAAG2146.pdf

Training for receptionists (links to CQC comment)

Website/ communication

Loneliness

Complementary therapies

Way forward for the PPG – item 1. in the meeting notes above

“What does Nevells Road Surgery (NRS) want from its PPG?”

Aims

1. To fulfil its statutory responsibility to have a PPG.
2. To use patient knowledge and performance information to inform practice improvements and developments
3. To gain support in communicating with patients, particularly regarding:
 - a. Health promotion
 - b. Service provision
 - c. surveys

(specific issues at time of writing (May 2018) including – signposting, Herts Care, carers champion, plugging new website, lack of engagement in asthma clinic reviews)

4. To foster good practice and patient relationships
5. To explore ideas from longer established thriving PPGs
6. Support with CCG certification particularly at times of inspection.

Partnership Commitment

1. To provide a link administrator – to be David Mann - who will be a point of contact for the PPG and general support
2. To provide a lead partner – Tim Ramsbottom - who will represent the PPG at partnership level

PPG Commitment

1. To hold regular meetings (currently quarterly) with NRS representatives
2. To appoint a chair to be a point of contact between the PPG and NRS
3. To maintain contact with patients offering online involvement
4. To provide constructive scrutiny, support and feedback on issues within the PPG's remit.

Agreed by PPG and NRS 9 July 2018