1. Welcome and check-in

Attendees: Wanda Martin (WM), Tammie Daly (TD), Chris Jones (CJ), Mike Prior (MP), John Burnett (JB), Paul Midgley (PM, Chair), Linda Lowne (LL), Stephen Duckworth (SD).

Round of introductions as two new members SD and JB and LL returning after an absence.

1. Apologies for absence, matters arising not on agenda, confidential items, declaration of conflicts of interest

Apologies: Tom Wedgewood, John Prestage, Anne Toler

1. Approve minutes and check actions from the October meeting – minutes not saved from last meeting but actions agreed as accurate

**Update on Actions from 4th October meeting:**

* PartnersHealth looking at Patient Charter. If nothing produced by December PM to put it as an agenda item for the Active Group AND discuss with Nikki Lucas

PM to send as future agenda item to Active chair, Kam Pentreath

* PartnersHealth want examples of practice patient surveys to develop a generic survey for all practices to use. JP to send over example of 14 Fish survey DONE, sent to Nikki Lucas at Partners Health
* LL – to send pen profiles to Paul (please!)

PM to send blank template to LL – and to SD and JB

* LL to update group on recruitment of a young person to the PPG

Olivia Lowne will take forward the engagement of young people at Beckett School to engage her peers into the PPG etc. She will join the Virtual group. LL, PM and WM to discuss with OL how to go about this and what’s the best platform to use to engage and host the views of young people

* CJ will inform us when Numed have updated TV software.

Done and practice happy with this. Dr Gavin Derbyshire still in charge of uploads.

* MP has added a bit more on the out of hours for TV screen and on line access via reception.

MP to send updated slides after this meeting now software updated. See items below to add to slides.

* Dementia Friends overview - representative to be invited to PPG meeting

31st Jan 2019 2pm Nikki Lucas coming to QPDM to run this training. PPG members are invited to attend Dementia Friends session, please email CJ if you would like to attend. PM had DF training today, was good (Nikki Lucas ran this session)

* Flu clinic 8.30-2.30 Saturday, 3rd November. Practice would appreciate support to undertake the AF tests again**.** See agenda for feedback
* MP to try West Bridgford School in September. and WM to try her contact to find out who to approach in various schools within the catchment area. Nikki Lucas will also try and help tap into young people’s leaders eg scouts, guides etc

MP has engaged a lady at WB School (Caroline Nolan) but shehas now left. Back to square one Mr Bowie head of sixth form. WL – Beckett School – now superseded by Olivia Lowne initiative see note above. NL – may be too young as need >16 year olds to make independent choice to be involved

* MP to talk at next QPDM meeting about NAPP conference CJ/JP to agree with partners

Too late for that topic – but MP could cover the role of the PPG at some point in 2019 (and how PPG supports the CQC inspection)

* PM to provide OneYou slides for TV to GD/CJ for self care week 12-18th November –

done were they uploaded ???? look at TV

1. Flu clinics feedback from 3rd November

2nd round less busy than Sept 29th flu day. >65s vaccine shortage was a problem in first clinic. AF check was used both times approx. 300 over the two sessions. Fewer new patients identified for confirmatory ECG than last year but patients enthusiastic to have test.

Text messaging service was useful for getting attendance at clinics. Approx 80% of risk groups have been vaccinated.

1. AGM – review key PPG activities and achievements in 2018 (see embedded paper)

[Musters Medical Practice AGM review of the year 6th December 2018.docx](file:///C:\Users\jonechr2\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\0Q9GN0NQ\Musters%20Medical%20Practice%20AGM%20review%20of%20the%20year%206th%20December%202018.docx)

Observations from review of the year and potential ideas:

**Facebook group** – ask Ruddington and Radcliffe for advice e.g. is it a closed group? PM action

Patient feedback - FFT now dying a death as same people always at surgery, so maybe need a new approach to collect patient feedback.

QPDM – make a standard agenda item to share good news stories (CJ now keeps a file of compliments etc to counterbalance natural focus on what’s not working/complaints (there are very few)

PM to have access to Practice Website to upload stuff onto PPG section of website (CJ suggestion)

1. Updates from outside organisations: NAPP, NHS England, GNTP, Principia MCP/PartnersHealth, Rushcliffe CCG Active Group & Patient Cabinet, Castle PPG – 20’ (verbal)

Primary Care Networks are now on the scene e.g. across all West Bridgford practices.

Dementia Friends session today at Active Group. Good training, raises awareness and changes attitudes.

Share the triangle diagram of Notts PPI in the emerging structures - PM

Add Disabled Go info and web address to the PPG TV slides - MP<https://www.accessable.co.uk/>

1. Recruitment to PPG/virtual PPG - young person/young parent/special advisor/others

See above – Olivia Lowne – LL to send me her email/mobile number. LL/PM to organise meeting.

1. Correspondence/patient feedback/Friends & Family Test – 5’

LL will do a spot F+F session.

PM enquire if Partners Health survey ideas could be useful for assisting this.

CJ mentioned the E-check in screen can ask some basic questions around health habits etc.

MJOG and West Bridgford Wire worked for flu clinic, could try these for health questionnaires. PM/LL to discuss with CJ. Draw up shortlist of engaging topics to bring to next PPG in Feb 7th.

1. Dates and agendas for 2019 meetings – consideration of different format options, focus discussion topics, core topics

Would be good to spend more of our agenda time on feedback from the wider patient group not just attendees/PPG members.

Proposed standing items and dates – all happy.

Special topics – TD - why? To upskill us as patient leaders AND allowing us to put ideas into lay terms and also put stuff onto TV slides for a 2 month hot topic focus. TD suggested linking our themed topics to the ‘Awareness Week’ calendar. How? 10’ on the subject + brainstorming around group – how can we as patients support the practice to engage patients better around this topic? (e.g. via TV and other media). WM and others keen to help more in between PPG meetings e.g. Blood pressure checking, use of other ‘active’ health education interventions.

Good news story - Receptionist @ musters won NUH volunteer of the year award for raising money for the breast unit (>£22k) – MP to put on slide

1. Summary of Actions agreed & key messages for Virtual PPG members, Practice TV, NHS Rushcliffe CCG Active/Patient Cabinet, WB Wire

Key messages:

Summary of Actions

* Patient Charter PM to send as future agenda item to Active chair, Kam Pentreath
* LL – to send pen profiles to Paul (please!)
* PM to send blank template to LL, SD and JB
* LL, PM and WM to discuss with OL how to go about this and what’s the best platform to use to engage and host the views of young people
* MP to send updated slides to include Disabled Go information.
* Facebook group – ask Ruddington and Radcliffe for advice e.g. is it a closed group? PM
* QPDM – make a standard agenda item to share good news stories (CJ now keeps a file of compliments etc to counterbalance natural focus on what’s not working/complaints (there are very few) - CJ
* PM to have access to Practice Website to upload meeting content onto PPG section (CJ to suggest to RB)
* Share the triangle diagram of Notts PPI in the emerging structures - PM
* Add Disabled Go info and web address to the PPG TV slides – MP <https://www.accessable.co.uk/>
* LL will do a spot F+F session before next PPG meeting (Dec or January).
* PM/LL to discuss with CJ. Draw up shortlist of engaging topics to bring to next PPG in Feb 7th.
* Good news story - Receptionist @ musters won NUH volunteer of the year award for raising money for the breast unit (>£22k) – MP to put on TV slides
* WM and others keen to help more in between PPG meetings e.g. Blood pressure checking, use of other ‘active’ health education interventions – agree with CJ and JP what possibilities on Feb 7th agenda – PM to add to agenda

**Dates of 2019 meetings –** 7 Feb, 11 April, 6 June, 8 August, 10 October, 5 December. 6-8pm.

**Potential future topics to consider**

* Antimicrobial Stewardship
* Supporting the Self Care agenda
* Disease focus e.g. Tele-dermatology, other PartnersHealth local service development initiatives
* Patient self-help groups e.g. Dementia, Diabetes, Mental Health – publicise on Practice TV
* Health Hub for Embankment PC Centre (Education centre like in WB and Bingham libraries)