Attendees: Paul Midgley (Chair), Christine Jones, Dr John Prestage, Linda Lowne, Tom Wedgewood, Mike Prior, Sue Wing

Apologies: Anne Toler, Tammie Daley, Jacqueline Cooksey

1. Paul welcomed the group and check-in.
2. June minutes approved



1. Actions from the last meeting progress as follows:

* MP Put something on TV slides about how to become a PPG member and how we could have a recruitment campaign for certain target groups – 2 vacancies - young person and person with young family – check with PM before sending to JP – **sent but not yet checked/uploaded – PM/MP to review before upload**
* JP Need to have something on the TV slides saying what is classed as an urgent appointment – please liaise with MP around wording - **see above**
* JP to discuss with other GPs about having Musters Medical Practice Facebook page – **partners happy for JP to support a PPG Facebook site**
* JP Check with Richard if PPG minutes are still being put on the website for all patients to see. **CJ to ask Richard re: permission to add notes to website as nothing added since 2015 to PPG section**
* AT and PM Produce purpose paragraph to put in terms of reference which JP could take to GPs **DONE (existing ToR already has one) ALL to review ToRs and comment back to Paul before next meeting**
* CJ to let us know dates re: PPG member could go with CJ on walk about when looking at Health and Safety issues. TW volunteered to go on first walk-about. **CJ to organise before TW’s holidays in mid Sept**
* JC happy to do list of useful acronyms. PM to send source document



* PPG members pen profiles - **Awaiting from CJ, JP, and LL**
* PM to draw up draft PPG new members pack for circulation/comment **NOT DONE – carried over to next meeting (or earlier if new members join)**
* PM to raise issue with Nick Page about signage to support disabled people accessing building when the lift is out of order. **DONE Process in place for Musters. Hannah/Lisa Sullivan still need to sort for CASTLE – issue at weekend for all pts**

1. Paul updated on recent discussions/hot topics coming out of NHS England, Greater Nottingham Health &Care Partners/Notts STP, Principia MCP/PartnersHealth, Rushcliffe CCG Active Group & Patient Cabinet discussions:
   1. A joint Governing Body and Clinical Cabinet has been convened for S Notts covering all 4 CCGs – Rushcliffe, City, Nottingham West and Nottingham North & East
   2. Wendy Saviour has been appointed MD of the GNH&CP emerging Accountable Care System & Notts STP. Centene has been announced as the partner organisation to support GNH&CPs to move to the ACS way of working.
   3. Rushcliffe CCG’s AGM is on 20-9-17, 5pm, at Easthorpe House, Loughborough Road, Ruddington. Good way to stay up to date with local health developments, as all the senior leaders will be speaking.
   4. Discussed a proposed West Bridgford-wide PPGs joint activity in Self Care Week in November – John suggested improve people’s awareness of self help and the impact it can make on their health vs just taking tablets etc. Could we have voice file/video clip of advice from doctors like JP that patients could access, as well as JP doing a talk? Get message across via various media ideas include putting something in WB Local News and WB Wire – investigate lead time for ads into Local News (ACTION: PM/other PPG Chairs across WB practice)
   5. Preparation for Rushcliffe PPG Conference – MMP PPG Poster design group – subgroup to pull together the bullet points – ACTION: LL + Tom + Sue (before 25th Aug) – ideas included brief PPG history, achievements over last 2 years, member profiles
   6. Self Care/One You update – PM attended ‘Taste of Rushcliffe’ event in WB, some interest in self care, many people spoken to already look after themselves well!!

Revisit our Terms of Reference including PPG Purpose. LL explained that this had come about from AT’s previous disappointment that the Partners were not very keen to receive feedback on her CQC analysis of ‘what makes an excellent practice’. ACTIONS: 1. Feedback from PPG members on existing ToRs to Paul 2. JP offered to meet Anne post surgery 6.30 one evening to review her CQC report for onward discussion with partners as required.

Recruitment to 2 PPG vacancies. Discussion focused on replaced Jacqualine with another young person, perhaps someone who uses the surgery e.g. a parent with a young family, plus an older member from a different ethnic background. **John** to look out for parent with young family, **Chris** to ask receptionists to think/put names forward and **Sue** to approach heads of sixth form to approach students who are keen to be medical students, **PM** to approach virtual members fitting any of above criteria. Next meeting review ideas

1. Correspondence/patient feedback, Friends & Family Test feedback/Virtual Group questions/any medical staff feedback from last fortnight. John fed back on a question from the Virual Group about press articles on how long to take antibiotics for – and the debate about antibiotic resistance vs curing the infection – John’s standard guidance is 5 days women 7 days men. Another question concerned the slience when you are put on hold with the current phone system, can this be changed? The Phone system is standard across all local NHS organisations and is provided through NHIS – CJ will ask if they can change it . All latest F+F results have continued to reflect trend of largely positive responses.

A quarterly patient feedback survey is now being sent out by NHS England– good feedback from Musters patients as usual, mid ranking vs other Rushcliffe practices Nurses>receptionists>GPs, discussed why, may be to do with amount of time in consultations says JP, but there could be individual variances that are not revealed as results are aggregated by role not individual – St Georges practice are top scorers. CJ to send results to PPG.

**PPG Volunteers required** to support patient engagement at Flu clinics – e.g. distribute FFT and ask about AF too, use the cardiomonitor machine! **23rd Sept and 7th Oct Saturdays – LL volunteered already, anyone else please send names to CJ.**

**Next QPDM 28th Sept – if you can attend let CJ know**

1. Summary of Actions agreed & key messages for Virtual PPG members, Practice TV Rushcliffe Active/Patient Cabinet feedback
2. Meeting closed at 8pm

**Dates of remaining 2017 meetings: Oct 5 (Please note, revised date), Dec 7 (AGM)**

**Actions summary**

* MP/PM - to check new slides for TV slides about how to become a PPG member and how we could have a recruitment campaign for certain target groups – 2 vacancies - young person and person with young family; Need to have something on the TV slides saying what is classed as an urgent appointment – liaise with JP
* PM/JC to set up a PPG Facebook page (PM to ask for help!)
* PM - to circulate everyone else’s Pen profile around the group.
* PM - to draw up draft PPG new members pack for circulation/comment - carried over to next meeting (or earlier if new members join)
* PM/other PPG Chairs across WB practice - Discuss a proposed West Bridgford-wide PPGs joint activity in Self Care Week in November
* PM, LL, Tom + Sue (before 25th Aug) - MMP PPG Poster design
* CJ to ask Richard re: permission to add PPG minutes etc to practice website as nothing added since 2015 to PPG section
* CJ/TW to liaise about Health and Safety walk-about. CJ to organise before TW’s holidays in mid Sept
* CJ, JP, and LL – send pen profiles to Paul
* CJ - Clearer Signage to support disabled people accessing building when the lift is out of order. CJ to liaise with Hannah/Lisa Sullivan to ensure CASTLE have sorted as issue at weekend for all pts
* CJ – approach NHIS re: Phone system hold music vs current silence
* CJ – send patient survey results to PPG
* JP/AT meet 1:1 post surgery 6.30 one evening to review her CQC report for onward discussion with partners as required.
* JP/CJ/SW/PM - Recruitment to 2 PPG vacancies. **John** to look out for parent with young family, **Chris** to ask receptionists to think/put names forward; **Sue** to approach heads of sixth form to approach students who are keen to be medical students, **PM** to approach virtual members fitting any of above criteria. Next meeting review ideas
* ALL to review ToRs and comment back if any changes needed to Paul before next meeting



* ALL - Volunteers required to support patient engagement at Flu clinics – e.g. distribute FFT and ask about AF too, use the cardiomonitor machine! 23rd Sept and 7th Oct Saturdays – LL volunteered already, anyone else please send names to CJ.
* ALL - Next QPDM 28th Sept – if you can attend let CJ know

**Please could all actions, and papers and feedback be sent to Paul to be circulated to the members 7 days prior to the next meeting? This will allow time for papers to be read and therefore for a more meaningful discussion of the contents to take place.**

**Potential future topics to consider:**

* Antimicrobial Stewardship
* Supporting the Self Care agenda
* Disease focus e.g. Diabetes prevention programme, Tele-dermatology
* Patient self-help groups e.g. Dementia, Diabetes, Mental Health
* Health Hub for Embankment PC Centre