

**Present:** Kevin Duggan – Practice Manager, Dr Liz de Dombal - GP, Patients - Betty Bridden, Brian Chappell, Gordon Mullis, Sonia Atkin, Anne Tollick, John Nye (Chair), Ann Jones, Jeff Allinson, Ian Thompson, Mike Skidmore, Janet Hardisty, Ruth Gallagher – from Dementia Friends.

**Apologies:** Barbara Brown

- 1. Welcome/introductions:** JN thanked everybody to the meeting and because we had a guest speaker that all present would introduce themselves.
- 2. Guest Speaker:** JN introduced our guest speaker Ruth Gallagher from Dementia Friends who thanked the group for the invite to the PPG meeting. RG started the session with an interactive session where the group had to mark off missing key words on a 'bingo sheet' from statements she read out about Dementia. This activity was well received by the group and helped make key statements about the disease and how it can affect people who suffer from it. RG went on to add more detail to some of the key messages and answered any questions from the group as the conversation progressed. The 30 mins session was very informative and well received by the group.
- 3. Minutes:** GM raised a point about the Care Data opt in/out forms that were shown and discussed at the last meeting stating that it was not very clear how you marked your preference, KD will amend the forms. JN asked if the minutes were a true representation of last month's meeting which was approved by JA and seconded by IT.
- 4. Updates from surgery:** KD informed the group that the patient partner 24hr appointment booking system had been launched today and the practice had experienced a number of problems. The problems were unforeseen and KD assured the group that all would be rectified quickly. KD did ask the group to feedback any problems they or friends/family experience with the phone system so we can rectify quickly. IT commented that the practice should be applauded for trying to improve patient experience with access to appointments and that the PPG should support and promote the service to all patients. JN echoed this support and explained how he had posted about the new service on his 'facebook' page. KD thanked the PPG and explained that a press release had been prepared but that it would be held back a few weeks to give the practice time to iron out the majority of the teething troubles. KD also mentioned the work that was happening with risk profiling of patients who needed more coordinated support from community services and the roll out of the named GP for over 75s which was underway.  
  
BB asked why the phone line still mentioned Saturday morning openings even though they had now stopped, KD said this should not be on the phone messages and would look into removing asap.
- 5. Ideas for future PPG involvement:** JN asked if the group had any more ideas about how they can get involved in the future, KD commented that he suggested a local PPG Network meeting to our network chair (Dr Glover) who agreed that this was a good idea but not something we could do at the moment because of other important issues that needed addressing. The group did suggest an open day where PPG members come into the practice to talk to and advise patients of what is available in the practice.
- 6. Any other business:** JN asked all PPG members to remember that when attending the meetings not to try and book appointments with reception staff just because they happen to be here. JN also commented that the PPG had been up and running for 3 years now and suggested that we revisit the terms of reference such as rotating the chair every 6 months, suggesting topics for the agenda and minute taking. AT and AJ agreed to pick up the minute taking again from May onwards. JN went on to inform the group that Helen Childs would be coming to a meeting soon to discuss 'Care closer to home'. BB gave the group some feedback on a meeting she had attended at MYHT where she did represent the PPG.
- 8. Close Meeting:** JN closed the meeting by informing the group that the next planned meeting is to be held at the Friarwood Surgery on Tuesday 27<sup>th</sup> May 2014 at 6.30pm