

Patient Participation Group

Meeting held on Wednesday 15th November 2017
1.35pm Orchard Medical Practice Meeting Room

Present:

Keith	Chairman	Michael	Patient
Laurence	Vice Chairman	Sue	Patient (Asst. Treasurer)
Christine	Patient	John	Patient
Ian	Patient	John	Patient (Min Sec)
Gloria	Patient (Treasurer)	Rebecca Tate	Practice Manager
Jean	Patient		

Apologies:

Anne	Patient	Adele	Patient
Susan	Patient	Philip	Patient
Elizabeth	Patient		

1. Opening Remarks –

- 1.1. Keith welcomed those attending.

2. Minutes of the Previous Meeting

- 2.1. The minutes of the meeting held on 23 October 2017 were accepted as correct, apart from 2 amendments:
 - 2.1.1. The time for the meeting closing was incorrect.
 - 2.1.2. Michael's surname had been misspelt and should have been “.

3. Matters Arising (not covered elsewhere)

- 3.1. Revised PPG Leaflet to be available in Polish – action completed.
- 3.2. PPG Banner – the revised wording etc. was awaited

Action: Rebecca

4. Orchard News Round Up

Rebecca updated the Group on the following areas: -

- 4.1. PPG Terms of Reference - due for Review and it was agreed that this would be carried forward to our January Meeting. Here is the link to the current ToRs (<http://www.orchard-medical.co.uk/website/C84051/files/Terms%20of%20Reference%20PPG%202015.pdf>)

Action: Chair and Rebecca.

4.2. Doctors –

- 4.2.1. Dr Kia is to remain with Orchard for 2 days per week at least until 31 December 2017

4.2.2. Dr Dodd is to become a salaried GP working 2 days per week with Orchard from February 2018

4.2.3. Dr Dandy's 1 year rotation as a Registrar with Orchard comes to an end in January 2018.

4.2.4. Dr Adi's time with Orchard has completed for the time being.

4.3. Patient Behaviour Towards Staff – sadly Rebecca advised PPG that there was growing antagonism by some patients towards customer-facing non-clinical staff which was proving upsetting and disruptive. Unanimously, PPG were supportive of all staff and asked that colleagues were made aware of this. It was felt that this should be an agenda item for our next meeting (January 2018).

Action: Chair and Rebecca.

5. Plans for 2018

5.1. All members of PPG had been actioned at our October meeting to forward their ideas to our Chair. 2 papers were submitted and these were discussed. In summary, suggestions/discussion topics revolved around 2-way communication between patients and the PPG.

6. AOB

6.1. Fair/Tombola – this was planned for 6 December 2017 and offers of help were requested.

6.2. Citizens' Reference Panel and CCG Christmas Social: to be held at the John Fretwell Centre on Tuesday 12 December 2017

Action: to attend, please email Julie Andrews (julie.andrews12@nhs.net)

6.3. Active Ashfield – the Group congratulated Keith on being awarded the Health Champion 2017

7. Date of next Meeting: Wednesday 17 January 2018 at 1pm

The meeting closed at 2:45pm