

Minutes of the Patient Participation Group meeting held on Wednesday 16 October 2019 at Orchard Medical Practice at 1.30 pm.

- 1) Philip, Chair, welcomed members to the meeting.
- 2) Present Rebecca, Practice Manager, Philip, Chair, Alex (Receptionist), Sue O, Laurence, Ann S, Mike, Sue H, Marion and Giselle.
- 3) Apologies were received from Val, Sharon, John and Elizabeth, John P, and Jean H.
- 4) Minutes of the previous meeting. It was agreed that the minutes were a true and accurate record of the last meeting.
- 5) Matters arising. None.
- 6) PPG Network Event in July. Philip mentioned two things. 1) Communicating online and 2) Respecting the wishes of the patient. He presented two reports for reading.
- 7) Diabetes UK. Philip had contacted Margaret Jones but there had been no action re a speaker. Philip mentioned his friend, John. It was decided to contact Lesley Watkins from Mansfield Voluntary Action about resources.
- 8) Help Groups information. Some members gave Rebecca written information for lonely people and for homeless and rough sleepers in Mansfield. Other members shared information. It was decided to type these up and hand out leaflets within the surgery and if possible flu day.

Action: RT to gather information and put in to a leaflet

- 9) Future plans for the Group moving forward in 2020. Philip will lead discussion at November meeting.
- 10) Rebecca asked for help in serving tea and coffee on the flu vaccination day on Tuesday 5 November. Philip mentioned a PPG Banner.
- 11) Practice Manager's Report
Flu day – Rebecca asked for any help for flu day, promoting the PPG Group & serving teas/coffees

New staff – We have a new pharmacy technician starting with us in December who will be helping Gill, our Practice Pharmacist, and also working with our prescription clerks.

Meetings in 2020 – Rebecca asked the group about meetings beyond March whether it was felt a 1.30 pm meeting was more beneficial than an evening one. All members agreed and decided it had worked over the last few months a 1.30 pm meeting which attracted the most turn out. This could be reviewed at any time in the future.

CQC Phone call - Rebecca reported the practice had their first annual CQC (Care Quality Commission) phone call a week ago which was reported to go very well. Some of the feedback which was given by the practice included the great achievements the PPG Group had made over the past year, such as the donation towards a new 24 hour BP machine, the taxi fund and it had helped patients in need, the homeless collection box for clothes & tins etc.

Guide Dogs – The practice, in particular Tracey, our HCA, over the last couple of years had raised enough money to buy a guide dog and name him, a cheque was to be handed over to the Guide Dogs Association in special tribute to one of our patients humbling story regarding losing his eye sight. The Chad were also going to do a piece in the paper regarding it.

Cakes – Rebecca suggested when we next have the cakes at the tombola in December that signs are put up next to the cakes alerting buyers to the fact cakes may contain allergens.

Action: RT to make a sign for next fund raising day

Blood tests: Mike brought a very interesting point last meeting with regard to blood test results – should patients presume everything is normal if they don't hear anything back from the practice. Rebecca answered at the time that this was usually the case, but if patients would like to check, they are always welcome to do so after 2pm in an afternoon. Rebecca had looked in to this further by checking 2 patients out of every blood clinic to see if the results had come back, had been checked and had been acted upon. Rebecca reported this to the group, and going forward this would continue to be randomly checked.

12) Date of next meeting. Wednesday 20 November 2019. AGM 1 pm. PPG Meeting 1.30 pm. The meeting closed at 2.25 pm.