

# **Minutes of the Patient Participation Group Meeting held on Wednesday 17 July 2019 at Orchard Medical Practice at 1.30 pm**

## **Present**

Philip (Chair) Rebecca(Practice Manager), Marion, Philip, Val, Gloria, Christine, Michael, Jean, Elizabeth & John

## **Apologies**

Apologies were received from Sharon, Anne, Sue and Laurence & Giselle.

## **Opening Remarks**

Philip, Chair, welcomed Christine, a new member. Rebecca (Practice Manager) introduced the group to team member Emily (Receptionist) and Dawid (work experience student)

## **Minutes of the previous meeting**

It was agreed that the minutes were a true and accurate record of the last meeting.

## **Matters arising not on the agenda**

Val commented that she had spoken to a couple with a dog parked in the car park after the last PPG meeting, she had seen an empty car and then saw the same couple with the dog in town. Rebecca said warning notices would be placed on cars if practice staff were aware of offenders.

## **Practice Manager's Report**

1. Rebecca reported that about 140 Patient survey forms had been collected from patients. Survey forms were offered to PPG members at the meeting. Rebecca briefly mentioned the National Patient Survey, a further discussion along with the in-house practice survey should be discussed at a further meeting.

Rebecca thanked those who had given their time to give patient surveys out in the waiting area and encouraged anyone else if they had the time to give some out if possible

**Action: both surveys to be discussed at a future meeting – to be put on the agenda**

2. Michael queried and the group discussed about test results, ie blood/biopsies etc. Rebecca informed the group that if a patient does not hear by telephone or letter, the patient came presume it is normal, if it was an abnormal result the practice would contact the patient to either speak or ask the patient to make an appointment. If patients wanted to double check they could ring reception after 2 pm.
3. Plans for 2019 – 2020. The Chair, Philip, is to contact the Diabetes Association re possible dates for highlighting diabetes.

**Action: Philip to contact Diabetes UK for stand dates**

4. September meeting. It was discussed and agreed to hold future PPG meetings on a Wednesday at 1.30 pm. Evening meetings were not well supported. This could be reviewed at any time in the future where the group dynamics should change.

**Action: Rebecca to change the future planner for the year**

5. Philip, our Chair, will attend the Mid Nottinghamshire Patient Participation Group and Public Engagement Committee Networking Event on Tuesday 23 July 2019 at Birch House 6 – 8 pm.

**Action: Philip to feedback at the next meeting**

6. **Tombola & Cake stand** - Gloria reminded the group about the summer fund raising event on Wednesday 14 August from 9 am. Gloria would welcome suitable gifts for future tombolas. Rebecca explained that monies raised by the PPG provided equipment for the practice and also provided fares for patients in an emergency. She then showed us a blood pressure machine purchased for practice patients – the PPG funds had contributed towards buying this monitor of £500. A missing blood pressure monitor had been returned to reception. The members agreed to Rebecca taking a photo for the website and social media.
7. **Social Prescribing** - Marion then read out 2 NHS definitions, one about social prescribing and the second about self care. John mentioned about local community responders dealing with falls at home. It is a trial project in Nottinghamshire.

## **AOB**

The date of the next meeting is Wednesday 18 September at 1.30 pm. Philip, Chair, gave his apologies. The meeting closed at 2.10 pm.

Action: Rebecca to ask Laurence to Chair the meeting in September