1. **Welcome and check-in:**
2. **2.01 Attendees:**

Paul Midgley (PM) (chair), Tammie Daly (TD) on speakerphone, Anne Toler (AT), Christine Jones (CJ), Linda Lowne (LL), Tom Wedgewood (TW), Mike Prior (MP)

**2.02 Apologies** for absence, matters arising not on the agenda, confidential items, declaration of conflicts of interest:

John Prestage (JP) was seeing patients

Sue Wing has decided to stand down due to other commitments – the group thanked her for all her contributions.

40+ members on PPG virtual group

1. **Approve minutes from the last meeting:**

Minutes of the last meeting held on the 5th December 2017 – item 8 practice list continuing to grow in ***contrast*** to Castle practice, otherwise they were accepted as an accurate record.

Actions arising from that meeting:

* PM to finish developing the face book page. The communications sub group consisting of AT, PM and TD to reconvene to make this happen. Discussion on who would be the administrator – not resolved but to be agenda item at next meeting. Awaiting younger member to join PPG to take on for whom this would be a natural way of life
* AT and LL – send pen profiles to Paul – not actioned
* PM to send slides from self-care forum website to RB so they can be put on the TV during self-care week. PM sent to John. Old e-mail still on screen. Actioned
* PM to send minutes of all meetings since last went on website to RB - actioned
* CJ/TW to decide a mutually convenient date for health and safety walk-about - actioned
* PM to send round Patient Survey results to everyone - actioned
* AT to follow up plan to discuss her CQC report for onward discussion with partners starting with JP – actioned but ongoing
* SW to follow up the possibility of recruiting new PPG members by approaching the heads of local six forms to access students. Not actioned as SW left group. LL to try other groups e.g. cadets and Beckett school
* PM to circulate agreed TOR to PPG members and GPs and virtual group members (see above attachment) - actioned
* AT to send round written notes from Rushcliffe PPG conference on the 7th September - actioned

1. **Updates from NHS England, GNTP, Principia MCP/PartnersHealth, Rushcliffe CCG Active Group & Patient Cabinet, Castle PPG**
   1. Rushcliffe Active feedback.

**Extended hours service** - 65per cent of all slots taken. GP slots very well utilised. The performance standards were met and expected to meet their targets. Told not to publicise it widely, as it was for those who unable to attend during the day. Nearly 50 per cent of attendees at weekend were male and 80 over cent under the age of 60. Main reasons for attending were musculo-skeletal, skin, gut, breathing problems and infections

Top user practices - Keyworth then Castle and 3rd East Bridgford practice. All are host sites!

1/3 nurse appointments were for Castle patients.

HCA appointments are currently underutilized but the range of services is now growing.

Conclusions: Need to advertise to patients the availability to have bloods taken at weekend, routine diabetes tests, ear syringing, cervical smears, removal of sutures and other activities especially those undertaken by Nurses and HCAs.

4.2 GNTP event 1st Feb Grange Hall Radcliffe on Trent Last Thursday (1.02.2018) PM chaired meeting Greater Nottingham STP group. 80-90 people attended. Everyone there said they supported new initiatives and change. The conference mainly involved smaller groups discussing different topics. Discussion points included poor communications and asking why the NHS does not use technology like Skype for appointments.

NOTE: the NHS has now dropped title Accountable Care and will call it Integrated Care instead. See summary of feedback from this event here





1. **Recruitment to PPG vacancies – young person/young parent/other.**

LL going to try and get youths by targeting cadets rather than schools which when SW tried had proved unsuccessful.

Ask if doctors or nurses could ask few patients at end of a consultation. To target ethnic, those with young families and teenagers. Paul to target those on the virtual group who have shown an interest in joining main group (approx. 6 people).

1. **PPG effort behind ‘Themed Weeks’ events**

Came out of Rushcliffe Active group that some PPG take an active role in themed weeks e.g. Asthma. Decided that we could not take more one at this time.

PPG awareness week in June which group felt would be useful to promote. Also continue to have themes for patients attending flu clinics (last year’s AF testing seen as a big success)

1. **Clinical topic of the month – Diabetes Prevention Programme**

Professionally run and well attended. Not lecture based and interactive. There is also app available

1. **Correspondence/patient feedback/Friends & Family Test/flu feedback** CJ/LL

CJ brought some cards and letters which the practice had received. Also one from St Georges who had to decamped to Muster surgery for 3 days when their premises were flooded.

Friends and family continues to be collected monthly with the usual high level of satisfaction.

1. **AOB**:

TW: Walk to the moon – **i**nitiative to encourage people to walk and Sports Relief doing similar scheme

MP interested in the increasing number of patients joining the practice

1. **Summary of Actions agreed & key messages for Virtual PPG members, Practice TV, NHS Rushcliffe CCG Active/Patient Cabinet**

**Actions:**

* Recruiting new PPG members, LL to try other groups e.g. cadets. JP and nurses to approach patients directly e.g. patients with young families (CJ to remind please)
* AT to follow up plan to discuss her CQC report with JP
* Facebook page agenda item for next meeting
* PM to raise with Active Group the fact that 111 service was not promoting the Out of Hours service. Practice needs to think about how they can also promote it.
* MP to write short text about the out of hours and what services are available for uploading onto TV
* PM to discuss virtual group with CJ to see if any might wish to join PPG group
* AT and LL – send pen profiles to Paul – blank template



1. **Check Out, close and depart**

**Proposed dates of 2018 meetings** – **6pm** on 5th April, June 7th, Aug 2nd, Oct 4th, Dec 6th

**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 – publicise on Practice TV
* Health Hub for Embankment PC Centre