

Green Street PPG group Meeting - Thursday 20th July 2017

In Attendance

Janet French (Chair)

Heather King (Practice Manager)

Lesley Goble

Debbie Pennington

Sue Cook

John Unger

Martin Cannon

Tony Meier

Keith Stone

Dr Mark Gaffney (for part)

Apologies: Apologies had been received from Emma Ducklin, David May and Daniella Penge.

Action following PPG meeting on 22nd June.

The questions that had been raised with Amanda Sayer and Gwynne Pickering at the last PPG meeting had been circulated together with a summary of the response received – it was agreed that the content reflected the discussion, and effectively formed the minutes of that meeting.

Heather had shared the Q&A with the Practice and the following had now been agreed:

A PPG Budget of £500 - Janet had discussed the process for managing this with Gwynne and he had advised that

- a) It helps if you use one of the banks that a member of the PPG uses currently. Janet confirmed that she banks at – 2 –

Barclays and – the meeting agreed – she would approach them with a view to opening a ‘Community Account’ which carries no charges.

- b) It works well with 3 people to be signatories but to ask the bank to accept any 2 - Tony Janet and Sue have agreed to be the signatures for the account.
- c) Janet confirmed that she would come back to the group with the detail required to open the account.

Objectives – the setting of agreed annual objectives had met with general approval from the PPG. It had been discussed further at the Comms. Group meeting on 29th June and the suggestion that one joint objective should be put in place for 2017 – namely the production of a full newsletter in October 2017 had been sent to Heather. The Practice had agreed, acknowledging the work that was now required to bring the email address list up to date so that we could circulate as many as possible electronically. Keith agreed to continue as ‘lead’ on the newsletter and it was agreed that he and Janet would meet as soon as a possible outline of the content was available.

Discussion then took place regarding the content of the newsletter – accepting that we wouldn’t be looking at producing one as large as the sample from the Lighthouse but would look to contain the following:

- Generic material that would be useful for any patient attached to any surgery – Janet is to meet with Gwynne to discuss the full content of the Lighthouse newsletter as much could be taken from that. She would also ask for printer details etc.
- A profile of the PPG
- Anything that is particularly important for the Practice to communicate at that time.

Heather then outlined the work that had already been completed on internal documents to start the work on the further accumulation of email addresses as well as the requisite levels of consent. She has now put cards together for the Dr's and Nurses to give out to patients regarding their email addresses and phone numbers.

All new patient Registration forms will ask for email addresses and consent to receiving various levels of information, it was suggested putting this in the newsletter with a slip to return.

Heather also confirmed that SMS text messaging would start soon

Janet and Heather would liaise through August to measure the success of the email exercise, and that would then hopefully lead on to a realistic estimate of how many to print and the possible ways to distribute. Keith confirmed that the local Scout Troop were willing to help.

Martin raised the possible need for copies in Braille – and Hearing Loop Voice Activated Software - this would prove costly and it was felt that this could be recorded like the talking newspapers for access on the website. To be discussed further in September.

Sponsorship - Janet confirmed that she is now in contact with Mark Donaghy, the Development Manager for Kamsons to try and gain some sponsorship from them. If that wasn't forthcoming then Green and Elliot the Opticians might be interested or Sainsburys as a local store.

Rotation of GPs for the PPG meeting. – The Practice had agreed that, where the PPG wanted more information on a medical topic, the relevant GP would update the group

Running of Flu Clinics – it was agreed that this wasn't entirely practical in Green Street. Heather would however appreciate help at the desk and with the registration for flu jabs – she would speak to the Friends first and come back to the PPG if she needed additional help.

Any Other Business

Tony and Janet had attended the Annual Review meeting of Healthwatch and the notes from that meeting had been circulated. Janet confirmed that she had been contacted directly by the CCG asking for a meeting to discuss how the CCG could better support PPGs and the possible production of a template that covered a guideline for best practice. Janet would update the PPG.

Heather confirmed that, for security reasons, while we couldn't continue with the idea of finding an external person to work on updating the website, the Practice would be happy to allow

facilities in house for a member of the PPG to work with Heather on this Project – there was also room on the website for a PPG page. Martin agreed to lead this activity and it was agreed that he would meet with Heather to discuss this further.

Janet confirmed that Heather has asked her to re-draft the message on the telephone system for patients when they ring the surgery – and it will then be re-recorded.

Tony then asked if the PPG - as a group representing the patients - should be working on any particular campaign. This was coupled with a discussion on the internal notice boards. Heather immediately highlighted DNA's (Did not Attend) as a major problem and medicines that are wasted both cost the NHS thousands – the PPG were then asked to consider how, by taking on the surgery notice boards, we could run campaigns on these things which could get the message out to patients

Dr Mark Gaffney had joined the meeting earlier and now proceeded to give a full update on the new building. More concrete news would be available in September and this in turn could be part of the newsletter.

The next meeting is to be held on Thursday 21st Sept at 6pm

Update following the meeting held on 20th July

Sponsorship

A positive response has been received from Kamsons in terms of:

1. Sponsorship for the print costs
2. An advertisement in the newsletter
3. An offer to come and talk to the PPG about how the chemist works, or any other topic that might be of interest.
4. Laura, in the Green Street Pharmacy has been given as a contact to work with.

I have managed expectations by explaining that we will be well in to August before we can gather print cost information etc.

Bank account

Apparently it is no longer possible to open a bank account in the branch! A package with all of the appropriate forms is on its way to me.

Newsletter

I have left a message for Gwynne asking for his availability week commencing 31st July.

Janet French

22nd July 2017.