

Minutes of the meeting of the newly merged PPG's, for Green Street (GS) and Enys Road (ER), held on Thursday 15th November 2018 at the Enys Road Practice commencing at 6pm

In Attendance

Janet French (Chair) (JF)
Heather King (GS Practice Manager) (HK)
Julie Booker (ER Practice Manager) (JB)
Debbie Pennington (Secretary) (DP)
Peter Martin-Smith (PMS)
Jackie Martin-Smith (JMS)
Dr Nicola Beck (DNB)
Samantha Tester (ST)
David May (DM)
Tony Meier (TM)
Leslie Goble (LG)
John Ungar (JU)
Sue Cook (SC)
Phillipa Hayes (PH)
Debbie Rose (DR)
Jane Squires (JS)
Mike Jolly (MJ)

Apologies For Absence:

Peter Diplock (PD) Martin Cannon (MC) John Masters (JM) Keith Stone (KS) Dr Daniela Penge (DDP) Emma Ducklin (ED)

Assignment of Name

After discussion it was agreed that the merged PPG would adopt the name 'Victoria PPG' (VPPG) as an interim measure – to be decided finally when the name of the new Clinic was agreed.

Terms of Reference

JF had circulated a copy of the Terms of Reference to the members of the ER PPG for review. After discussion it was agreed, in principle, that this would be adopted across the VPPG with various changes to ensure the document reflected both Practices. JF would send an amended version for consideration by both sides and eventual signature.

Method of Operating

It was agreed that the Practice Managers on each site would continue to call on the members previously dedicated to their Practice if required, for day to day support – e.g. Flu Clinics. In addition each site could call on the support of the other, should the need arise. This would leave the VPPG with a clear focus on all joint ventures related to the future of the new Practice.

Discussion was held on the subject of support for the Practice other than through the PPG. JF confirmed that GS had a number of Supporters who helped with check-in, cleaning of toys etc. JF confirmed that she would be connecting with this group again as they had not received much attention through the merger process.

The possibility of a 'Virtual' group was also discussed as a good way, in the future, to gather feedback on specific issues.

Having discussed the last two items, it was also agreed that the real issue here was the need for one volunteer to co-ordinate the activities of the Supporters, or the communication and analysis of any exchange with a Virtual group.

Approval of Minutes

GS PPG Minutes for the meeting held on 18th October - JF confirmed that she had made the amendment from DP to DDP under the item related to Patient Access, and the Minutes were approved.

ER PPG Minutes for the meeting held on 7th November were approved.

Matters Arising

Notice Boards: JF repeated the news that one area of GS had been updated but the focus had now shifted to:

- A VPPG Notice Board in each Practice – PMS to forward photographs for ER to JF. That board to provide the means for feedback – through an agreed Comments Box - from all patients regarding concerns, in particular about the new Clinic.
- Use of the screens to alert patients to specific issues as well as updates regarding the new Clinic.

Flu Clinics: Given the complexity of the range of vaccines this year it was agreed that the Clinics had run well.

New Build

HK confirmed that a key date for the signing of the lease was 22nd November – a full update would be available at the next meeting.

HK would advise the date for the next Developer's meeting. TM, LG and PMS had expressed an interest in attending.

Communications Sub-Committee

It was agreed that this would initially consist of JF, PMS and SC. The first focus for this group would be the drafting of a Newsletter for release in January. JF to arrange the first meeting. JF confirmed that she would be happy to hear from any other members who wished to be involved, as work would also be required on:

Feedback Form: To be placed by each VPPG Notice Board. A volunteer would be needed to collect any completed forms and analyse the feedback. A response to this would then be fed back via the Newsletter.

Open Day: It was agreed to move this to the next meeting for discussion.

Fundraising Committee

It was agreed that we would need a separate Committee and JM together with LG had already volunteered. Meetings would

commence when the analysis of the funds to be raised had reached a point where it was felt appropriate to approach organisations and the general public.

Any Other Business

Budgets: It had already been disclosed that the GSPPG had previously received a budget to work with. For ERPPG the full cost of printing their Newsletters had been met by the Practice. The subject of funding the next Newsletter was discussed, together with the possible need to change the existing GS Bank account, held with Barclays Bank. It was agreed that this would be raised at the next meeting.

Regional PPG Forum Meetings: LG explained the purpose of these meetings to the group. Initially the idea had been to share information with other PPGs, and perhaps the most use could be made of this Forum by reviewing the agenda and deciding whether it was worth attending on that occasion. LG confirmed that she would attend the next meeting scheduled for 21st November.

JF would circulate the papers that had been received for this meeting.

111 Meeting: DM confirmed that he would attend the next meeting scheduled for 30th November and feed back to the group.

The first experience: JMS raised the point that it had become apparent through the flu clinic process that a number of issues could be dealt with by the person welcoming patients – in addition to merely pointing them in the right direction for their injection. This was discussed, in particular with relation to the new Clinic. There was general agreement that somebody seated by the door to direct individuals in the first instance, but also answer simple queries, could enhance a patient's experience and general feel-good factor about the process. While this was too early to consider who might carry this out, HK confirmed that a 'Welcome and Advice' point was a good idea. It was also hoped that the VPPG would have a designated spot within the new building for their meetings or for use as a gathering point for any agreed volunteering.

Thanks: JF wished to record her thanks to JS for producing the last set of Minutes so promptly as well as her time as Secretary of the ERPPG. She also wished to thank PMS for continuing to engage with PPG duties, as well as supporting her ongoing role as Chair.

Date of next meeting

Thursday 20th December – venue as advised – commencing at 6pm.