

## **Minutes of the Green Street Patient Participation Group Committee Meeting**

**held on Tuesday 4th September 2018, commencing at 6pm**

### **Purpose of the meeting:**

Dr Gaffney held a meeting with the PPGC for Green Street and representatives from the PPG at Enys Road on 29<sup>th</sup> August to update them on the full approval that had been received to proceed with the new Clinic. The PPGC for Green Street called this meeting on 4<sup>th</sup> September to review all agenda items that had been held awaiting that decision. The agenda going forward will be driven by a need to address outstanding items while also being mindful of practices and procedures that will transfer to the new Clinic.

### **In Attendance**

Janet French (Chair) (JF)

Debbie Pennington (Secretary) (DP)

Heather King (Practice Manager) (HK)

Dr Daniela Penge (DP)

Lesley Goble (LG)

Tony Meier(TM)

Apologies Received from: Sue Cook, David May, Keith Stone, Martin Cannon, Peter Diplock, John Masters, John Ungar, and Emma Ducklin. In sending their apologies all those listed under this heading had agreed to run with the agenda and output that came from this meeting.

### **Minutes**

The Minutes of the meeting held on 28th June 2018 were agreed.

### **Notice Boards**

The PPGC had been advised previously of the outcome of the meeting held between HK, JF and PD and this was discussed further at the meeting with the following agreed:

1st Notice Board - A surgery information board – i.e. opening hours, statutory requirements etc

The other two Notice Boards would be split in to quadrants as follows:

2nd

**1st Quadrant** - Healthy Living - **2nd Quadrant** - Young Families - **3rd Quadrant** - Self Help - **4th Quadrant** - Older People (A recent booklet published by the East Sussex Senior's Association has used this term so it was not felt to be offensive)

3<sup>rd</sup>

**1st Quadrant** - Happening Now, e.g. Flu Clinics - **2nd Quadrant** - Pharmacy Info - **3rd Quadrant** - GP Info - **4th Quadrant** - Hospital info

The PPGC Notice Board will contain photos of the PPGC members and the mission statement as well as a comments box for patients to make suggestions on surgery matters. It was agreed that HK would produce the headings detailed above by 20<sup>th</sup> September. (Please see note below regarding future meetings).

The screens available in all waiting areas would now be used to show any updates on the new build, to avoid confusion with or distraction from the Notice Boards. It was hoped that the move to the new Clinic would include a greater use of technology for communication within the waiting areas, as opposed to Notice Boards.

### **Self Care**

LG had previously circulated a consultative form that had been handed out at the Regional PPG meeting, asking for feedback. There was general agreement that this fell in line with the perception that patients shouldn't take GP's time over minor matters where the Pharmacist could help. As from October the Self Care treatment plan will be rolled out, this will mean people going to their pharmacy for common conditions where they will be able to buy over the counter medicines for treatment.

### **Public Meeting**

It was agreed, at the meeting on 29<sup>th</sup> August, that a public meeting should take place - the date to be advised as soon as possible. The focus from now until the end of October is the Partnership arrangement between Green Street and Enys Road, which will then enable the signing of the Lease for the new premises. The possibility of the public meeting becoming an Open Day with a fundraising option, as well as the update to the public will be discussed further when the date and venue are known.

### **Newsletter**

Green Street Practice will fund the next Newsletter as it will primarily be driven by their content requirements:

Healthy Lifestyle/Healthy Options,

Flu Campaign,

New build update and hopefully full details of the Open Day/Public Meeting

Any further PPGC content.

JF to obtain a quote for 1,000 copies – double A4 - colour on all sides with a view to publishing in October.

### **Representatives from Princes Park Surgery**

JF confirmed her meeting, at their request, with two members of the newly formed PPG committee from Princes Park and found it very informative. The general sharing of information had been worthwhile including:

They took away a copy of our Constitution and Code of Conduct – as agreed. I explained the makeup of our Committee and they agreed that knowing the background of each member of the PPGC – i.e. what they brought to the Committee was a good idea.

In turn, we could consider having a "PPGC week" as practiced at Princes Park. During that week, members of their PPG agreed to attend the surgery on a rota basis – agreeing beforehand on one topic for review in a questionnaire style – and physically sitting with patients to complete it.

We both agreed that although our general distribution is improving, we could do better in terms of getting the Newsletter, and any communication, in to patient's homes – as opposed to them reading it and then leaving it in the Practice.

### **Fundraising**

At the meeting on 29<sup>th</sup> August it had been agreed that the Practice would try and break the monies to be raised down into 'manageable' amounts, e.g. the cost of kitting out one room at a time as opposed to the entire project. JF confirmed the need for a Fundraising Sub-

Committee. John Masters and Lesley Goble had both communicated separately with JF on this subject and she hoped they would form part of this sub-committee. Anyone else with this as a particular interest should let her know.

### **Merger of the PPG's**

JF confirmed receipt of a message from the Chair of Enys Road, advising that their PPG meeting was due to be held on 3<sup>rd</sup> September 2018 and he acknowledged there would be a need to meet at some stage after that date.

### **Schedule of meetings:**

The next meeting is scheduled for 20<sup>th</sup> September. After discussions covering JF and HK's crossover on holiday dates, it was agreed that this meeting would be cancelled. On return from her holiday on 20<sup>th</sup>, JF would collect the headers for the Notice Boards from the Practice together with any other relevant information HK had left for her, and organise for the completion of this task.

The next meeting will therefore remain as October 18<sup>th</sup>, unless a need arises before then driven by:

Completion of the Partnership Arrangement,

Agreement on a date for any public meeting,

Meeting of the PPG Chairs',

First draft of the next Newsletter – which will be scheduled for release in October,

Producing a need for open discussion. JF will keep all PPGC members informed of any developments on the above topics.

Meetings scheduled for 15<sup>th</sup> November and 20<sup>th</sup> December remain.

### **Any Other Business**

TM raised the fact that, to date we had been very focused on the external finish and general design of the new build, for obvious reasons. As we now knew that we were going ahead, he wished to register the fact that the PPGC could make a real contribution to the experience that patients will have at the new surgery in making them feel as comfortable and at ease as possible. The PPGC could represent the patient view, but may not be sufficiently representative; the 'PPGC Week' mentioned above could be a good way of achieving a cross-section of opinion. PPGC input to the building project would encompass everything from:

that first contact with Reception, to

the choice of décor and furniture, and

the real use that could be made of a possible PPGC area.

There was general agreement that these were important issues to be discussed sooner rather than later – allowing for the cost attaching to the purchase of any items and the existing furniture within the given budget that would be transferred across. This would be an agenda item from October onwards, also covering the way that fundraising would be approached.

