

Meeting of the Patient Participation Group held at the Green Street Practice on Thursday 23rd January 2020, commencing at 6pm.

In Attendance

Janet French (Chair) (JF)

Debbie Pennington (Secretary) (DP)

Sue Cook (SC)

Tony Meier (TM)

David May (DM)

Emma Ducklin (ED)

Keith Stone (KS)

Ashley Mitchell (AM) welcomed as a new member.

Staff & GP's in Attendance

DR Mark Gaffney (DMG)

Heather King (PM)(HK)

Apologies

John Ungar (JU) Martin Cannon (MC) Dr Daniella Penge (DDP)

JF reported that Peter Diplock had decided to stand down from the PPG but remain as a Supporter.

For the record it was noted that Martin Cannon, Keith Stone and Emma Ducklin, who were marked as absent from the meeting in November had not noticed the notification changing the date of the meeting.

Minutes of the meeting held on Thursday 28th November 2019

The Minutes were agreed

Name for the PPG - Impact on TOR and COC

After discussion it was agreed that the Green Street PPG should continue to operate under the name Victoria Patient Participation Group (VPPG) in line with the TOR and COC that had been adopted at the AGM in 2019.

When the constituent parties that will form the membership of the new Clinic are all agreed then any other PPGs can be absorbed under the VPPG banner.

Following comments received from AM regarding the clarity of ownership wherever 'service levels' are mentioned in the TOR, it was agreed that the TOR should be reviewed and updated as necessary.

Fundraising and Charitable Status

ED agreed to investigate and report back on the advantages (if any) of the VPPG attaining charitable status for future purchases etc.

Response to Poster & Next Steps

The new poster approach has been a success with very positive feedback.

As a result DDP has asked for the same approach for a single poster across a Notice Board in each area to contain the everyday information that needs to be available to patients. JF has discussed with HK and the information is being compiled. JF will send a draft to VPPG members prior to print.

Discussion then covered continued messaging to patients across a range of issues and whether it should be contained in another poster, or a Newsletter. All agreed that a Newsletter was the next step and that the content should cover:

- More information on Patient Access and Engage Consult
- As much information as possible on the status of the new build.
- Information on the VPPG and the members.

Bank Account

JF reported that the current balance stands at £262.00, following payment for the recent posters. This would be enough to cover a print for a single A4 double-sided Newsletter.

HK confirmed that she had applied for the £500 that could be available under the Digital Champion Scheme and, if successful that could go towards costs for printing. The annual budget for the VPPG would be raised in time for the AGM.

The intention is to still go ahead with the Digital Champion Programme. It is hoped that a tablet will be on loan to the Practice and at that stage we can discuss how the VPPG could help patients, waiting for their appointments, understand and also gain access to these new technological services.

Update

DMG then joined the meeting for a general update covering:

- The site meeting for the new build with the CCG on 17th February which JF is invited to attend. This would give clarity on the PR stance of the CCG and how they intend to announce the new build – which in turn would influence the wording for the Newsletter.
- The issues regarding staffing and the plans in place to address any shortfall.
- Possible levels for the patient population served by the new Clinic.
- The Patient Care Network and Green Street's place within that.
- The NHS 10 year plan, which plans to improve patient care over the next 10 years. DMG expanded on how the VPPG can be part of this and how we can make GP's more accountable with regard to targets etc.

This last point would need to be considered when updating the TOR.

Any Other Business

PPG Regional Meetings

The previous decision stands in that, for the moment, we will not attend these meetings.

Date of Next Meeting

The next meeting will be held at Green Street on 27th February 2020 at 6pm

Annual General Meeting – March 2020

To ensure that sufficient notice is given regarding appointments, JF confirmed that she and DP would stand down in line with the TOR and she welcomed any applications from anyone wishing to be considered for the positions of Chair or Secretary. JF confirmed that she would be prepared to stand again.