**Hamstreet Surgery**

**Patient Participation Group**

**Meeting Minutes 26th January 2016 at 7pm**

**Held at Hamstreet Surgery**

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| **Present**: **Irene Bassett, Dennis Bieri, Russell Corbett, Claire Dawber, Dr Jake Jacobs, Kim Manley, Jeffrey Moorby, John Reeves, Erin Rossiter, David White****Initials for K Manley (KM) will be used throughout the minutes.** |
| **1** | **Welcome, apologies and introductions**Introductions were made around the table.**Apologies** sent from Dr Chris Gove, Susan Gove. Helen Rowson  |  |
|  | **Presentation**David White presented information about The Kent Prostate Cancer Support Group. The presentation is attached. This was appreciated by members who asked a number of questions. David emphasised the role of the charity in supporting people with prostate cancer and their families as well as fundraising. |  |
| **2** | **Minutes of previous meeting/matters arising**KM stated that although we were checking the previous notes for accuracy at this meeting, she was proposing that in the future they would be checked in advance as part of the administrative standards (discussed later)All actions completed.**Matters Arising**:Dennis Bieri asked for clarification of the point raised in the notes about the pharmacy. This was explained as a single customer care issue within what is normally an excellent and consistent pharmacy service. Claire Dawber stated that she would want to be informed if there were any future issues around the pharmacy serviceMembers particularly noted the excellent concise notes provided by Helen Rowson  |  |
| **3** | **Administrative Standards**KM following a meeting with Claire Dawber and Helen Rowson had prepared some draft administrative standards so as to:* ensure the notes and agenda are sent in a timely manner
* enable the virtual group to influence the agenda
* clarify expectations of PPG members and practice staff supporting the group.
* Reduce the administrative burden on the practice from the PPG

The standards and expectations were agreed by members without any change (attached)In addition everyone agreed to providing an email address that would enable direct email with each other as a group without providing additional work to the practice. Emails were provided for this purpose. This list is attached, but those who are absent will need to provide this information. |  |
| **4** | **Developing an independent website for PPG linked to Practice Website**KM proposed the aspiration of developing a simple independent website that could be linked to the practice website. This would enable the notes to be accessed by others; more inclusive engagement with the practice population, and also it would provide a focus for collating local information about support groups for people, their families and carers with different health care conditions. However this initiative was dependent on whether there were skills in the PPG or virtual group that would enable this to happen. KM had prior to the meeting contacted one member potentially with this expertise but she had not yet received a response. Discussion was generally positive and it was agreed that only a simple website was needed one which some members would have administrative rights for keeping material up to date. The idea of using blogs was also identified. If there were any minimal costs involved with identifying a domain site then a request could be made to the Friends of Ham StreetKM would pursue with other members not present on this occasion | KM |
| **5** | **Named Leads for different health conditions for signposting support groups and networks**KM identified the need to draw on the expertise and experiences of members from living with, or caring for family members, with specific health care conditions so as to collate local support and network resources. Irene Bassett had previously compiled this information for the practice. However, to keep this relevant and up to date as well and by focusing on single health care conditions it would be possible to share the responsibility in way that would not be onerous. The role would be as named link person for signposting others to the local networks and groups available. For example; the support group at the local café in Ham Street; the Prostate cancer support group presented by David White etc. It was agreed that members would try this out with a small number of link areas. It was recognised that this initiative could be achieved even if a web site was not available in the short term. The following members agreed to undertake this role in the following areas:Irene Bassett: People experiencing and living with strokeDennis Bieri: People living with epilepsyJeffrey Moorby: Will ask his wife if she would wish to lead: People living with Diabetes Erin Rossiter: Mothers and families experiencing and living with premature babiesDavid White: People living with or experiencing Prostate CancerA priority was also identified for a link person for people living with Dementia and their carers |  |
| **6** | **Doctors report*** The practice was recognised as 100th in 7500 practices across England for completing the Family and Friends Test
* The decision to close Appledore Surgery was now being progressed for the end of March. Local parish council had been informed
* Co-commissioning initiative aimed to be more local
* New travel service with a specialist travel nurse ( Dawn Coley ) across the three surgeries
* Community ward (presented at the previous meeting by Kim Eaglestone) was very busy but going well. There ws a bit of a crisis before Christmas when the community ward was full. Dr Jacobs will be meeting Damien Green to discuss what is being done to address social care
* Dr Patel was now fulltime partner following a transition period as a new partner.

John Reeves commented that he and other local residents were very positive about Dr Patel. Dr Jacobs to provide this positive feedback to Dr Patel | JJ |
| **7** | **Update from Ashford PPG**Russell Corbett stated that he would like to withdraw from his role representing the PPG at Ashford PPG as it was becoming increasingly difficult to hear what was said at the meeting because of the poor acoustics in the meeting room and also his deteriorating hearing. This was experienced as frustrating because he felt he couldn’t properly participate. The issue about the poor acoustics had also been experienced by Jeff Moorby who had raised this verballyKM identified the need to write formally to the chair of the PPG as with our growing older population it was important that everything was done to be as inclusive as possibleThe next meeting is planned for the 25th February at 6.30pm at the Council Offices in Ashford, and then every other month.KM requested for someone from the PPG who may be willing to attend the meeting as a taster session in the first instance. Please contact KM if interestedJM stated the clinical commissioning group requested more feedback from the PPG’s in relation to the three hubs ( we belong to the Ashford rural hub). There had been little patient participation and what was requested was what works locally and what doesn’t work locally?It was agreed that we could engage more patients from the practice in this by using a graffiti board in the practice to enable those attending the surgery to add comments that would answer these questions as well as asking the virtual group and having a 30 minute discussion next time instead of our presentation slot to discuss the feedback. KM would organise the information for the surgery in collaboration with Claire Dawber so that we had feedback to work with at our next meeting. | KMKM |
| **8** | **Update from Health watch**JM clarified that a verbal rather than written report was acceptable for the PPG meeting. This was agreed especially if other information about invites to open meetings and initiatives were emailed to the group providing more detail for those interested in this.Direct emailing would also maximise the lead time for attending meetings.The focus was on information gathering and problems with little focus on solution finding or celebrating the good stuff. |  |
| **9** | **Report from Ashford Rural Cluster Network (Hub)**KM reported that the meeting planned fro 11th January had been postponed to the 15th February. KM was intending to be at this meeting**.** |  |
| **10** | **Any other business**David White identified he had a very good speaker to talk on mercyships but it would be important that we had a big audience and was allocated 40 minutes. It was agreed that David would invite the speaker to attend the AGM so that this time could be provided and sufficient lead time to disseminate information about the event which could be opened up widely to local population. David would prepare a flyer to advertise this | DW |
| **11** | **Evaluation of the meeting** No areas identified for improvement |  |

**Date of next meeting 15th March 2016 at 7pm**

Meeting closed at: 8.35pm

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_