

## Minutes of the Patient Participation Group Held on 6<sup>th</sup> March 2019 at Bridge Health Centre

### Attendees:

Name	Representative from:	Initials
Michael Stewart (Chairman)	Rural Hub (Bridge & Littlebourne)	MS
Peter Holwell	Rural Hub (Bridge & Littlebourne)	PH
Peggy Pryer	Rural Hub (Bridge & Littlebourne)	PP
Janet Stellan	City Hub (Cossington & London Road)	JS
Jennifer Ridley	City Hub (Cossington & London Road)	JR
Dr Mark Jones	GP Partner	MJ
Sandra Cook	Reception Manager	SC
Dee Stenning	Operations Manager	DS

01/08	<p><b>Welcome and Introductions</b> MS welcomed members to the meeting.</p>	MS									
02/08	<p><b>Minutes of previous meeting / matters arising – DS updated the group – actions completed.</b> It was noted that Janet Stellan had attended the last meeting and the minutes will be corrected.</p> <table border="1" style="width: 100%;"> <tbody> <tr> <td style="width: 15%;"><b>Action 1</b></td> <td>Brief report re: telephone system and analysis of data to next meeting – on agenda</td> <td>SC</td> </tr> <tr> <td><b>Action 2</b></td> <td>To involve PPG members in further development of the Patient newsletter – DS asked for a volunteer from the PPG to help with the production of the patient newsletter along with information members of the PPG may wish to be considered for inclusion</td> <td>DS</td> </tr> <tr> <td><b>Action 3</b></td> <td>For DS on development of PPG agenda – on hold</td> <td>DS</td> </tr> </tbody> </table>	<b>Action 1</b>	Brief report re: telephone system and analysis of data to next meeting – on agenda	SC	<b>Action 2</b>	To involve PPG members in further development of the Patient newsletter – DS asked for a volunteer from the PPG to help with the production of the patient newsletter along with information members of the PPG may wish to be considered for inclusion	DS	<b>Action 3</b>	For DS on development of PPG agenda – on hold	DS	MS / DS
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03/08	<p><b>Practice – General Updates</b></p> <p>Staffing news and update – DS updated staff changes, Dr Becky Greenfield has started her maternity leave, Louise Alexander, a new Practice Nurse, has joined us along with two new bank receptionists. We are also having regular student nurses who join us for a period between two and twelve weeks.</p> <p>Complaints overview and themes – DS updated the group with a summary of recent complaints recorded, there are no apparent themes to address.</p> <p>Triage planned project – DS gave an update on the new system for on the day appointments and shared the patient information leaflets and posters for feedback. It was thought that the word triage should be replaced with something that explained the system in a more positive way.</p> <p>Urgent Treatment Centres – JS &amp; PP fed back information from the recent</p>	<p>DS</p> <p>JS/PP</p>									

	<p>public engagement event they had attended</p> <p>Telephone System – SC shared a report detailing the progress being made with the telephone system</p> <p>Referral process – PH raised a question as to whether the new clinicians were all aware of where patients should be referred to. MJ explained the Referral Support Tool is there to assist with this process. A link to the online referral system will be included in the patient newsletter</p>	<p>SC</p> <p>PH/MJ/DS</p>
04/08	<p><b>New Site(s) update</b></p> <p>Littlebourne Surgery – DS updated the group, we are currently waiting on the IT connection to be put in place. The delay has been caused by a rollout of a nationwide upgrade; we have been prioritised for this.</p> <p>New Premises at K&amp;C – MJ advised this is all ready to go ahead, with the silver spade ceremony scheduled for April/May.</p>	DS/MJ
05/08	<p><b>NAPP Annual Conference</b></p> <p>DS shared information on the annual conference which is being held on 15<sup>th</sup> June 2019</p>	DS
06/08	<p><b>Patient issues</b></p> <p>DS explained the new patient text system AccuRx for which all patients will be opted in. This new messaging system will allow clinicians to text patients and send information sheets electronically.</p>	DS
07/08	<p><b>Any other business</b></p> <p>As this was Mark’s last PPG meeting the PPG wanted to record their gratitude for the service Mark has given to the practice over the years</p>	MS
08/08	<p style="text-align: center;"><b>Date and time of next meeting:</b></p> <p style="text-align: center;"><b>Tuesday 10<sup>th</sup> July 2019: 6.30pm at Bridge Health Centre.</b></p>	

**LIST OF ACTIONS:**

<b>Action 1</b>	For DS on development of PPG agenda	DS
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