

**Drs Broom, Ward, Shelly & Maxwell-Jones**  
**MINUTES - PATIENT PARTICIPATION GROUP AGM**  
**20 May 2013 at 6pm**

Attendees: Christine Price, Arthur Williams, Barbara Williams, Peter Bishop, Lis Hind, Harry Wilson, Sheila Allen, Jack Crawford, Shirley Hurst, Debbie Newton, Rachel Taft

1. Apologies - Jeffrey Philips, Liz Goodall, Bea Payne, Muriel Robinson, Dr Ward
2. Minutes of the previous meeting (11 March 2013) – agreed
3. Brought forward from last minutes
  - a. Frequency, dates and times of meetings
    - i. Practice has agreed to allow the use of the room from 5pm for pre-discussion of issues and agenda items, to allow for ‘breathing space’. Envisaged this will be informal and not minuted, and open to PPG members as they wish/are able as an additional opportunity to discuss matters – no decisions will be made at this meeting. Formal meeting to commence at 6pm when the PPG meet officially and Practice staff attend.
    - ii. Dates of meetings in 2013 agreed as follows:  
  
22nd July 2013  
  
16th September 2013  
  
18th November 2013  
  
13th January 2014  
  
10th March 2014  
  
12 May 2014
4. Minuting the PPG meetings
  - a. Both Christine and Arthur feel that the PPG should take the minutes of the meetings in future. Arthur and Barbara Williams have already volunteered; other members are sought to join the list of those willing to take the minutes (the practice can provide backup where necessary).
5. Action plan following survey - specifically appointments and ongoing actions
  - a. Lis Hind and Jack Crawford answered a call for volunteers to join a small group with Liz Goodall (who, having analysed the results of the survey has an in-depth knowledge of not only the basic answers but also the comments). This group can look more closely at the results, then discuss with the practice who will provide backup information, background and implications, and consider any proposals. The group will then present findings/outcomes back to the PPG.
6. Virtual PPG – update and how to involve them/use their resource
  - a. We have 70 patients who will be sent the PPG minutes and practice quarterly newsletter direct (as will the PPG members)

- b. It is possible that receipt of information is all that the virtual group would like at this point – but at the very least it gives a wider range of patients an *opportunity* to be involved with the PPG, at whatever level they feel appropriate for them, and it may well prove to be a useful sounding board for the PPG in future.
  - c. As with the main PPG, the virtual group is not intended to become a forum for complaints, as the practice has other means to deal with those.
7. PPG Awareness Week 5 – 8 June. Discussed pros and cons of accepting opportunity to have a stand in the new library publicising the PPG. Issues that came up:
- a. Could heighten awareness, particularly to encourage carers unknown to the practice to attend the practice carers' morning 11/6/13
  - b. Might reach patients who don't attend practice (RT has looked and of our 8000 registered patients, 4600 individual patients have attended for a consultation in the last 4 months - far more than RT expected, averaging 2.89 appointments each)
  - c. Concern expressed over whether it was worthwhile until the group is clear on the aims of the PPG are (to go onto the next PPG meeting agenda)

Decision made to go ahead with the stand. Practice to provide materials and support.

8. Community matters

- a. The Community Involvement Network (CIN) is possibly about to fold. It may or may not re-emerge under the same or a different title. CIN was going to have a role in monitoring the progress of St Oswald's action plan (a response to the concerns about underuse and the patient survey that followed), and providing some pressure to ensure it was put into place and followed through.

Christine has met with Claire Haynes (CCG engagement), spoken to Helen Jones (CCG locality manager) and the other chairs of PPGs (Ashbourne Med, Brailsford, Wirksworth), all with a view to forming a focus group of interested parties who can keep up the pressure in the absence of CIN. This is an area she feels that the PPGs can play a role, in forming a wider network of people interested in healthcare.

- b. As an example of how the public can be involved in local healthcare and influencing it, Barbara Williams reported on her involvement with PLACE (Patient-led assessments of the care environment):

'Christine asked me instead of herself to act as a patient assessor with Sheila Allen. Andrea Cooke joined us for the inspection at St. Oswald's Hospital on 8th May 2013. We were accompanied by Charge Nurse Michael Harrison from the ward, Simon, Hotel Services manager and Graham Smith Estates and Facilities Manager. Patient Assessors look at:

- How clean the environment is
- Condition of the building and fixtures, inside and outside
- How well the building meets the needs of those who use it, for example through signs and car parking facilities
- Quality and availability of food and drinks
- How well the environment protects privacy and dignity of patients

After our inspection, and following discussion, questions were answered by us on numerous forms completed by Graham Smith.

Conclusion - A most interesting and worthwhile experience, quite demanding and thought provoking, and hopefully our recommendations will be heeded. We were assured that the outcome of these recommendations will be available to us in due course.'

9. Revision of voluntary organisations' leaflet – underway, for next agenda
10. Any other business
  - a. In light of this being the first meeting with the new Chair and Vice Chair in place, particular thanks were given to Peter and Lis for their very much appreciated work in these roles to date. Also, Christine would like to thank Arthur, Sheila and all the support received since taking on the role of Chair.
  - b. Practice Update
    - Donated over £400 to help the heroes - £156 made on the cake stall and a cheque donation from a patient for £250.00
    - Organising an open morning Tuesday 11th June for National Carers Week - present will be representatives from Derbyshire Carers and Derbyshire Adult Care held at Surgery from 9am until 12 noon
    - Self-arrival Screen update – fix is now imminent!
    - May Newsletter – now available from Reception
11. Next meeting Monday 22 July 2013 (informal from 5pm, formal from 6pm)