

Minutes for the Inaugural Meeting of the Patient Participation Group

Held Wednesday 02nd November 2016

Attendees:

Ann James	Dr Nandra
Tony Blair	Chris Worf (Practice Nurse)
Barbara Blair	Denise Thomas (Practice Manager)
Sid Eckett	Diane Dodd (Receptionist/Minutes)
Elizabeth Eckett	Annie Gardner (Head of Patient Experience)
Ann Lucas	

The meeting commenced at 2pm, Mrs Lucas called to say she would be a little late and therefore joined at 2.15pm.

Introductions were completed around the table. Annie Gardner was attending to give a clearer understanding of the entire concept of the PPG, its aims and plans. Annie went through the different types of groups, face to face and virtual groups. How other surgeries use their PPGs to assist in the smooth running of the surgery and aid in fundraising events.

We will need to produce our own terms of reference, to be shared and agreed by the members. This will focus us on what is required to be done.

A chair will need to be agreed, preferably from the Patient participants. Regularity of the meetings, initially every 4-6 weeks, moving to quarterly once established. Agreement also on who will attend each meeting, it may not always be possible to have the Doctor or Nurse available as their work load may not make it viable.

Annie explained that an Open Evening at the Surgery has been used elsewhere, very successfully, we could look at this. Also other mediums such as Facebook; Twitter or blogging via the Bulbanks website could be used.

The friends & family feedback , could be expanded to include a survey via text after a visit. The results of both of these can be brought to the meetings each time and be published on the website. Dr Nandra also stated that we are one of the top Surgeries in the Borough, which is encouraging, and eliciting more enquiries to join the Surgery. We do have a number of issues trying to obtain up to date contact information, Mobile N^os; email etc. but again we are over the 70% mark, in the top 3 Surgeries, across the Borough. It is in the Patients interest to remember to update us with any changes, so we can text appointment reminders, flu jab reminders etc. it is an area we could look at improving.

Due to the nature and locality of Bulbanks we need to be able to target the Asian and African communities for their input, this may be where a virtual meeting comes to the fore.

It was agreed to proceed as below:

- Work plan
- Baby steps – we mustn't rush or try to do too much in the early stages
- Notice Board – use one of the boards in the Surgery to get messages out to the Community
- Messages on Scripts – for housebound or working patients that don't visit often

- TV in the surgery – Can we get this working and put messages on it? Denise has agreed to look into this.
- Suggestions/complaints box – make this more prominent so people use it
- PPG box – as above

Contact details for the PPG members to be gathered at the end of the meeting. This was done.

Annie told the members there is a PPG network event on 17th November at the Marriott Hotel, Bexleyheath from 10:30 to 12pm if they wanted to attend to get a feel for what other groups are doing. They also have quarterly meetings/forums.

The meeting closed at 3:15.

The next meeting will be held on 14th Dec @ 2pm, in the Surgery.