

## MINUTES OF THE PPG MEETING WEDNESDAY 22 MAY 2019

1 Present; M.D., L.H., B.J., B.K., A.R., J.P. Dr.O B.K. welcomed J.P. to her first meeting

2. Apologies V.B., Z.A., K.G., M.K., C.F.

3 Report on meeting of CCG Funding Committee. A summary of the work of K.G. was given and this has already been discussed with P D and B.K. ACTION is now to “push on” and identify potential patients. Possible ways are through Texts, A.H., the WWW. B.J. offered to help

4 Discussion following on from item 3. It was considered that K.G. project was already well prepared and that focus now should look at loneliness. L.H. and A.R offered to help with this. Again, identifying possible patients was discussed, a poster might be one way of identifying the problem.

See discussion with Dr.O below.

5 The minutes of the last meeting. Accepted as correct

6. Matters arising.

Item 10 email connections are now in hands of the CCG

Item 11 P.D. circulated a report on the telephone system dated 12 April. See item 10 below.

7 Election of Chairperson. B.K. announced that he was standing down as Chair after 3 years in the role. Those present thanked him for all the sterling work he has done for the PPG. After a discussion M D offered to take on the role of Chair for the next 6 months and L.H. will take over minutes after this meeting.

8 Poster. This is with P.D. and needs to be viewed by members for comments.

9 Carlton Gardens No further progress on this issue

10 Phone system As mentioned in item 6.11 a report on the system was circulated by P.D. in her absence. The report highlights several issues, some insurmountable. The system is to be audited regularly each month

11. P.P.G Awareness Week 10-15 June. Members are being asked to volunteer to hand out leaflets in the waiting area of the surgeries during the week. See M.D. if available.

12 Dr. Carr's retirement B.K. thanked members for their contribution to a retirement present for Dr. Carr.

### Discussion with practice doctor.

Dr. O joined the group to discuss issues we have raised. He mentioned the need to provide different ways to access the practice and the need to access the right person i.e., Doctor, Nurse or specialist. He commented upon “Ask my G.P” which he found to have various advantages and some disadvantages. This is being held back until the practice form an opinion as to its suitability, especially on better screening to ensure the patient is put through to the most appropriate person.

The C.Q.C. is to visit the practice on 6 June and their report will be available online.

On the issue of loneliness Dr. O considered A.H. would be able to identify possible patients. He also would prefer the service to be available within the practice but central support from government may be available. Afternoon tea meetings at the practice would not require CRB checks and we could bring in other organisations to help.

13 Publicity re Physiotherapy. P D wrote to say she was not aware of this service exclusively for women. The practice has direct access to physio appointments.

14 CCG proposals for emails. The practice has an emails address and an on-line e-reception question form

15 PPG Web Page In a written reply from P D, the PPG already has a "tab" and more use could be made of this.

16 NHS requirement to provide 6 hrs extra availability. P.D in a written reply could not find anything specific on this but submitted the new BMA access contract for our attention

17. Feedback Texts Texts are generated by a template and the practice does not have a great deal of control over these.

18 A.O.B. B.J. asked to join the sub-committee on the CCG funding projects and was welcomed.

B.K. will meet with K.G. to "push forward" her proposal on 19 June

19 The next meeting will be in July subject to availability of a practice doctor.