**PRIORY ROAD SURGERY**

**PATIENT PARTICIPATION GROUP (PPG)**

**FIRST MEETING ON 27/04/2016**

**Date:** Wednesday 27th April, 2015

**Meeting Commenced:** 6:15pm

**Members Present:** Dr. P

K R (Chair - PPG Representative)

L V

G M

J M

M N

D N

S R

**Apologies for Absence:** N P

**Topics on Agenda:** 1. Welcome & Introduction – KR

2. Aims & Objective – KR

3. Show Video/DVD – KR

4. What do we want from meeting? – KR/RP

5. What do we want from a PPG? – All

6. What don’t we want from PPG? – All

7. Ground Rules – All

8. Next Steps – think about committee roles

9. Chair/Secretary etc to be decided at next meeting

1. **WELCOME & INTRODUCTION** - (KR) welcomed everyone to meeting and introduced herself, said she was from Independent Health Watchdog - Healthwatch in East Sussex, East Sussex community voice. She stated that she will not be present at every meeting, that she was here to assist in developing PPGs in East Sussex.
2. **AIMS & OBJECTIVE** - This being the first meeting for the PPG, KR talked about what the aims and objectives were for this meeting. This group is all about patients who uses the NHS services.. Even patients who cannot read/write/speak English can join, this group is for everyone. This group is a mandatory group, so patients can meet and discuss how patient can receive a better service, such as: GP making referrals, patient can give feedback on problems they face at hospital eg: going for blood test or X-ray.

* How to Develop Group
* Ground Rules for future meetings
* Meetings should always be one hour and structures eg: Must have an Agenda

1. **PPG VIDEO**: KR said that she will send link to members if needed, so they can watch the promotional video at home, which is about 3 minutes long. (KR noted that she don’t have rights to members contact details, emails, unless they give it to her). This video can be shown in any venue to raise interest/awareness. The video entailed:

* What is PPG.
* How health services are planned & provided
* Every GO practice has to have a PPG
* Speakers, Consultants, Nurses, Voluntary organisations can come & speak to patients in meetings
* Discuss how the surgery works & they can put ideas forward
* How patients can contribute to NHS
* This group can be good so patients can know what healthcare provider does
* Members can get to know their community
* PPG members know system is not perfect, and can add invaluable contribution, by giving their views
* What they looking to get from NHS service

1. **WHAT DO WE WANT FROM MEETING?**

* To agree if PPG can meet up at least once a month
* To discuss if patients can email or ask reception about PPG
* Patient care needs o be the main focus in PPG meetings
* PPG meetings can help solve problems/issues raised. How to make issue better.
* How surgery can be run more efficiently.
* To be able to get patients views & what they can bring to the group.

1. **WHAT DO WE WANT FROM A PPG?**

* The Role of the PPG is to help with the smoother running of the practice
* To connect people to know about service offered
* Help GP practice to keep up-to-date about what is happening in local community
* Feedback about NHS service
* GP services are valued, so PPG is valued

1. **WHAT DON’T WE WANT FROM PPG?**

* Meetings must stay on track & discussions must be relevant to the Group & not stray off course or topic due to time restraints.

1. **GROUND RULES** – KR passed round some sample ideas for ground rules for the PPG.

She discussed how the group MUST stick to the times and agenda for the meetings. The requirements for holding these meetings are structure/agenda and action focused.

1. **NEXT STEPS – THINK ABOUT COMMITTEE ROLES**

* Members need to agree how they will communicate with each other in the future
* KR discussed support websites - To help with the running of PPG meetings as a group in a constructive way.

1. **CHAIR/SECRETARY ETC TO BE DECIDED AT NEXT MEETING**

* Doctor agreed to either contact members himself or give contact numbers to reception to contact members to be given reminder of next meeting.

1. **PPG BEHAVIOUR:**

* Chairperson to take turn or on a rotational basis, eg one person for 6 months. Chairperson needs to be aware that members need to stick to points, due to time constraints for this meeting. We MUST have a Chairperson.
* Secretary to take & type up minutes in turn or on a rotational basis. A MUST.
* (To try and make it a group thing, where everyone gets involved)
* Make Agenda, structure like / Business like. Members to agree Agenda & time of next meeting. An Agenda is a MUST.
* ALWAYS agree Action at end of topic.
* PPG isn’t a complaint forum without actions
* PPG meetings should be solution focused
* If a solution cannot be reached. Then please question if topic is right for group.
* Discussed, if meeting room will be upstairs or downstairs in waiting room in the future. As upstairs room can only hold about 10-12 persons.
* As PPG members it does not mean that you will get any preferential treatment or favour.

**POSITIVE OUTCOME OF MEETING:**

MN brought up the idea that patients were reluctant to answer calls, especially if the doctor surgery was not saved in patient’s mobile phone. It was suggested that we can put up a sign to ask patient to save Surgery’s phone number in their phone, so that they will know when the surgery is calling them, instead of an unwanted call. It was discussed how hospital/NHS/Surgery can bring about this change. For example if hospital numbers can be identified on patients phone.

LV thought it would be a good idea if, a way could be found to incorporate this idea into NHS Hospital Services. SO patients can identify callers from Hospital/Appointment Secretary etc.

Doctor - suggested that he wanted to use the idea for surgery, as we have a lot of patients that will not answer due to not knowing who was calling.

PPG is a voluntary group and the only gain is to the patients.

GM : Would like to receive copies of minutes, so he can be refreshed for next meeting.

JM : - How can members contact other patients to invite to next meeting?

LV raised: - Who prepares agenda for next meeting?

How does the next agenda come about? So PPG members are prepared for next meeting.

How will they get the minutes of last meeting.

It was raised that we need to have a suggestion box for patients to put ideas/points that can be raised in next meeting.

Also raised that ALL patients are welcome to the meeting, It’s not an exclusive club or selective group. Everyone is welcome, as PPG generally suffers from not enough people.

Possible a sub group can be arranged if PPG group gets too big. This sub group will be to discuss Men’s Health , Women’s Health

**LIST OF TO-DO BEFORE NEXT MEETING:**

* Poster to be done – ‘Join our PPG Group ‘
* Mission Statement to Go up on walls
* Questionnaire – possibly get a printed survey/audit to hand to patients to fill out.
* Patient’s Information pack, so patients can be informed and get involved in group. Provide relevant links etc for newcomers or anyone interested or just for their information.
* Patient’s Newsletter
* Practice Website needs to have a PPG section.
* Possibly the Surgery can have a PPG Website? Is this compulsory? This website can include past minutes of meeting
* Note in reception that PPG is a new Group, New Concept - Group has now started and now up and running – and invite patients to come along to next meeting. Patients can let staff know if they are interested in coming along to next meeting. Add Date & time of next meeting.
* A PPG Facebook group – Virtual Discussions, for patients who do not want to come along to group.
* Macmillan notice board at no cost to surgery – KR to give information about this.

A designated Macmillian worker will be free to come into surgery and add an information board. And give advice on how this board can be serviced by PPG members.

**Next meeting on:** **Wednesday 25th May 2016 @ 5:00-6:00pm**

**Meeting Ended: 7:15pm**