

PPG Meeting Minutes
Meeting held on Thursday 6th June 2019 at 18.30
Clift Surgery

Minutes of the CLIFT SURGERY PPG held on Thursday 6th June 2019

Item	Action
<p>1</p> <p>Present:</p> <p>Dr Roisin Ward (RW), David Gent (DG) Chair, Claire Berry (CB), Keith Osborne (KO), Antonia Dewhurst (AD),</p> <p>Mike Davis (MD), Angela Kerswell (AK), David Canham (DC), Nick Hutton (NH) Juliet Crawley (JC)</p> <p>Apologies: None</p>	
<p>2</p> <p>Approval of previous Minutes</p> <p>Meeting approved the Minutes of meeting held on 28th March 2019</p>	
<p>3</p> <p>Matters Arising</p>	
<p>a) 3.1 Local magazines and clinical articles – RW would continue to submit clinical articles to local magazines. She invited PPG suggestions and contributions. Meeting discussed how some CCG groups advertise on local radio. PPG Awareness week has been advertised in local magazines and on Facebook.</p> <p>b) 3.2 Walking sub-group – Walking sub-group now meeting at Clift Surgery Wednesday Walks from 6.30 pm. The new time is more popular. This week 10 people walked. Walks advertised on PPG noticeboard</p> <p>c) 3.4 Doctor’s diary on notice-board The doctor’s diary on notice board hard to read the print is too small. CB to review clarity of document.</p> <p>d) 3.5 Dispensary Communication DG/ CB Dispensary Communication new staff helpful. DG commented good appointment</p> <p>e) 3.6 Appointments system Appointments System Discussion took place. R.W explained that some Patients are confused by emergency appointments and on the day appointments. Appointments system might be raised by patients at PPG awareness week. Surgery has introduced frailty appointments for people who need longer appointments. DW said she works by planning ahead and booking follow up appointments for patients as appropriate. Patients to be notified that Dr Fisher is off sick for a month. As in previous minutes surgery and PPG members to work together to improve communications about appointments systems</p> <p>f) 4.1 Surgery Telephone and video systems – CB To be discussed at next meeting.</p> <p>g) 4.2 PPG Members details – KO update Current PPG members details on noticeboard. Transfer details onto surgery website.</p> <p>h) 4.6 Surgery car park - NH Nick has worked on the proposal to change the car park to a one-way system. PPG members have been emailed the information. This meeting agreed this application</p>	<p style="color: red;">RW</p> <p style="color: red;">KO/CB</p> <p style="color: red;">CB</p> <p style="color: red;">All</p> <p style="color: red;">DG</p> <p style="color: red;">CB</p> <p style="color: red;">NH/CB</p>

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	<p>will continue to be processed via Basingstoke and Deane planning department as soon as possible.</p> <p>i) 4.6 ii surgery car park planning application– DG/CB Long discussion about the car park access to the field on the right-hand side of the surgery. Closing date for planning objections is 14 June 2019. Actions agreed at meeting:</p> <ul style="list-style-type: none"> ➤ Contact MP to gain support for objections. ➤ GP partners to send their objection asap. ➤ Yellow lines to be painted on the car park. CB to organise ➤ Set up a petition for patients and public to sign. ➤ Email Council as individuals to register objection (Refer to Email completed by Keith and information from Juliet. <p>j) 8 NAPP AGM attendance – CB</p> <p>Meeting asked if funding has been agreed for Mike to attend meeting on 15 June. Dr Ward to check and confirm and let Mike know.</p>	<p>JC CB/KO CB All KO CB/RW</p>
4	Raised by patients or lay Group members	
	<p>a) PPG Awareness Week 10-14 June 2019 – MD/DC/AK Dave Gent thanked MD/DC/ AK for working on the sub -committee.</p> <ul style="list-style-type: none"> ➤ Dr Ward will put up the bunting before the event. ➤ Angela will take balloons to surgery on Monday. ➤ Claire to put tables and chairs by pharmacy and front entrance hall. ➤ PPG photos have been ordered by Dr Ward. CB to put PPG names on photos. ➤ On PPG awareness week arrive at surgery for 9.am. There will be 3 PPG members at each morning.<i>(We can help ourselves to drinks and biscuits in surgery kitchen)</i> <p>Meeting reviewed the questionnaire that patients can fill in anonymously. Questionnaire is also a guide for PPG members to ask questions. Meeting agreed the PPG role is the patients’ voice to medical staff. PPG members have no clinical role.</p> <p>b) PPG Membership – Richard Wood David Gent (chair) has contacted Richard by email but has not had a reply. Richard Wood is no longer a member of the PPG.</p> <p>c) Surgery communication with patients – NH/CB Nick will speak to Margo at the surgery on the way forward to clarify communication with patients, David thanked Nick and said the CCG will be impressed with Nick’s work.</p> <p>d) Artwork – CB/AD The 4 pieces of art work that went missing have been found. Antonia will look at ways of displaying the artwork in the surgery. Keith will put the art work on the walls. The meeting agreed the artwork has been missed. The surgery now has CCTV installed this will enhance the buildings security.</p> <p>e) Private Companies – AD Meeting had discussion on private companies. Outcome of discussion was private companies take on easy role e.g. ear tests. NHS left to complex roles. Meeting agreed individuals should make their own decisions on NHS/Private health care.</p>	<p>All CB</p>

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	<p>f) Cluster event on 12th June Hampshire Court Hotel 6.30-8.30pm. Meeting discussed this event. This is the first CCG/ GP event to explain how 3 GP surgeries will be working together in future. Patients can attend. Dr Ward is doing a presentation. Meeting agreed:</p> <ul style="list-style-type: none"> ➤ PPG members to mention meeting at PPG awareness week. ➤ Mike will post event on Facebook community page. ➤ CB to print more posters. ➤ PPG members to attend event. (Apologies from AK/DC who will be doing health walk that evening.) <p>g) Funding for PPG Discussion took place about CCG funding some PPGs. For Bramley Surgery PPG expenses will be discussed on an individual basis.</p> <p>PPG members to keep track and send into CB expenses to date, to keep track of what PPG is costing us.</p> <ul style="list-style-type: none"> ➤ DG to ask CCG if they have charity status. ➤ Dr Ward and CB want to rejuvenate PPG as we are productive. ➤ The surgery is happy to help PPG members with admin. 	<p style="text-align: right; color: red;">MD All DG RW/CB</p>
5	Raised by the Practice – Dr Ward & Claire Berry	
	<p>a) Subject Access Request (SAR) – CB Patients are requesting access to their medical records. Approximately 20/30 patients a week requesting on line access. Patients need to provide ID to process their applications. Patients are given a pin code. On Line is easier than paper requests. All paper requests are checked by a GP this is time consuming.</p> <p>b) CCTV – CB CCTV now installed on each exit at surgery to protect the building and security.</p> <p>c) Primary Care Network Updates (PCN) – CB Contracts being signed off- system for the Clift surgery been established for a year now as our group</p> <p>c) DID NOT ATTEND (DNA) – CB 72 patients did not attend their medical appointments in one month. These numbers are counted monthly. Persistent non-attenders are phoned by the surgery to ask why they did not attend; This has a huge cost to the NHS.</p> <ul style="list-style-type: none"> ➤ Issue to be discussed at next PPG meeting <p>e) Survey Feedback – CB To be discussed at next meeting.</p> <p>f) Any other Practice Issues – RW/CB (not discussed)</p>	<p style="text-align: right; color: red;">DG</p>
6	CCG/PPG Membership - Nick & David (not discussed)	
7	Age concern and old age issues – David C To be discussed at next meeting.	
8	NAPP Membership (Not discussed)	
9	Best practice from other PPG(Not discussed)	
10	Wider NHS and health matters (Not discussed)	
11	AOB –	

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	PPG signed a card for Dr Fisher to wish him a speedy recovery following his accident.
12	Date, time and place of next meeting: Thurs 25th July 2019 6.30pm Sharp ALL

Angela Kerswell