

PPG MEETING 17th MAY 2018 AT THE CLIFT SURGERY

ATTENDED

David Gent (DG), Antonia Dewhurst (AD), Keith Oborn (KO), Mike Davies (MD), Roisin Ward (RW)

APOLOGIES

Melanie Webb, Vicky Millhouse

MINUTES OF THE LAST MEETING

The minutes of the last meeting of 12th March 2018 were approved, agreed to be circulated to the virtual group and put on the PPG notice board.

AGENDA

Matters Arising

PPG should help the surgery with communication issues that staff don't have time for. If the practice asks up front, and tells the PPG the timetable, PPG can help with signage.

Detailed plans and timetable for the new building being brought into use are to go in a notice in waiting room.

Text messages on coming changes are to go out to patients on the weekend of 4th June.

Details of the changes will be on the surgery recorded message.

PPG will circulate selected NAPP information to patients – but not all of it!

Surgery will promote use of the blood pressure machine in June. Improve staff training to make sure they promote it.

Report on actions taken since the last meeting

AD to put up a picture of a salad (soup is off for summer!). Suggest smoothies as well – photos and suggested ingredients.

Items for discussion

Raised by patients or lay Group members

- i. Future PPG meetings – WHERE, WHEN, FREQUENCY
Thursdays are best. Not second or third Thursday. Every two months, first or fourth Thursday.
- ii. PPG membership:
*Current attendees plus Vicki when available and Melanie Webb if she is contactable.
Jenny Edwards from Bramley volunteer drivers will nominate a specific member.
Nick Hutton will rejoin but seems to be imposing conditions on partner access that cannot be supported, so he can come if he wants but on "as is" basis.
Claire Berry is the new surgery manager.*

iii. PPG Roles & Responsibilities –

Display Board.

AD and Vicki to update static boards. Can we put video clips and animations on the screen in reception? Roisin will check with Margo, inform KO.

Link with local magazines

Content for local magazines to be provided by 10th of month. DG to check with Vicki if she can still do it. Roisin will handle surgery input for the moment.

c. others

iv. PPG Group expenses –mileage for visits to other surgeries, CCG meetings, patient meeting refreshments.

No finance at present.

v. Virtual Group update –

Deferred to next meeting

vi. PPG website update –

No input

vii. Clift surgery website update –

Surgery was to investigate updating it (7 months ago). Margo has this task, but has not had time for action so far. Are there confidentiality issues around patient information? What are limitations (NHS, GDPR), and what changes are needed? Find out what the site maintenance contract is, can we exit or replace it?

viii. Triage system – is it working? Are patients happy with the system? How easy is it to get non-urgent appointments? Has a survey been undertaken by the practice? (May 2017) NB – see PPG Briefing Paper

Need to communicate to the community what is possible in current financial and staff climate. Surgery plans a survey to gather community input. Suggest waiting 6 months to allow new building and staffing to settle. PPG to assist on survey questions.

7. Raised by the Practice - Dr Ward

I Staffing and Practice update ref building

Improved access with new extension. Internal promotions in office, backfilling with experienced staff recruitment.

li How to attract new members

See above, but we need younger people, preferably women (mothers in particular) and teenagers.

lii Frailty and paediatric pilot schemes

Frailty nurse being interviewed, will allocate 1 day per week to Clift.

Community/home visits targeted to start next year. Diabetic preventive sessions to be investigated. We need a walking group!

Iv Link working with Chineham and Whitewater

Surgeries are linked and resource sharing. 7 day working now feasible. Pilot paediatric clinic run monthly until May. Investigating employing a physio.

8. CCG PPG Membership

We are not represented, DG will try and attend.

9. NAPP Membership

Now getting the bulletin. New contact email address being set up.

KO comment: DG says the NAPP is “requiring” gmail addresses. This is not strictly a Clift PPG issue, but has this been authorised by a relevant data protection officer? NAPP would be allowing Google to analyse all PPG<>NAPP communication without a specific agreement, and potentially profit from it. Less than a year ago the NHS was severely reprimanded by the Information Commissioner for a poorly considered explicit data sharing agreement with Google.

10. Best practice from other PPGs

No update

11. Wider NHS and health matters

No update

12. Date, time and place of next meeting.

18.30 Thursday 28th June at surgery