

ATTENDED

Members:

Dave Gent (DG) <davidgentj16@hotmail.com>,
Dr. Roisin Ward (DRW) <roisinward@nhs.net>,
Antonia Dewhurst (AD) <antonia@imhappy.to>,
Mike Davis (MD) <mikedavis600@btinternet.com>,
Nick Hutton (NH) <nick@stonehutt.com>,
Claire Berry (CB) <claire.berry5@nhs.net>,
Richard Wood (RW) <rjwood@btinternet.com>,

Observers:

Julie Crawley
Anthony Peagram
Debs Wallace

1. APOLOGIES

Keith Oborn (KO) <keith.oborn@keble.oxon.org>,
Vicky Millhouse (VM) victoriamillhouse@btinternet.com,

2. DG welcomed all members and observers to the meeting. DG said that he had received interest in the PPG from four people and that three of them were able to attend this evening and would then decide whether they wished to take their interest further. A fourth, Angela Keswell was unable to attend, but would be invited to the next meeting.

The three observers present gave a brief explanation of their background experiences.

3. Group membership - DG informed the meeting that VM was very busy with recently arrived three grandchildren but wished to remain a member and would attend and support PPG whenever possible.

4. MINUTES OF THE LAST MEETING

The minutes of the last meeting of 28th June 2018 were approved, agreed to be circulated to the virtual group (if had not already been) and put on the PPG notice board.

AGENDA

5. Matters Arising

a. Bramley Surgery Walking Group

DRW led a discussion about the walking group. Agreed that walks would take place weekly on Wednesdays between 13.00 and 14.00. At least one member of the practice would take part and it was hoped that there would be participation from the medical and administrative staff. A sub-group was established to get these walks from concept to reality.

Volunteers were: AD (lead), NH, RW and MD.

Aim is to establish these patient/practice walks as soon as possible and attract a significant number of patients. Group to work out route and logistics and liaise with CB for surgery involvement.

Date of first walk to be established as soon as possible.

Report on actions taken since the last meeting

b. PPG membership: Developments as above.

c. Display Board:

The PPG display board should be returned to the waiting room w/c 10 September.

d. Link with local magazines:

Appeared to be working well and DRW was ahead of the deadline with submissions

- e. PPG Roles & Responsibilities;
There had been no proposed changes to the terms of reference and no changes to current R and R. This is a topic to be returned to once new PPG is established.
- f. Virtual Group update;
DRW proposes a “reset” email to ask members if they want to continue. (Not sure if this has been done or if virtual group has received minutes of last PPG meeting). CB to check whether PPG minutes had been sent to Virtual Group. DG to be added to Virtual Group so that he can monitor feedback from PPG – CB to action.
- g. Clift surgery website:
This has not moved forward due to the considerable impact of the surgery expansion. Confirmed that PPG will be incorporated in main website. CCG has website formats and money that may be bid for. Was observed that updating needs to be simple. Agreed that a survey would be a good mechanism for gauging patients’ views on new site content and ‘look and feel’.
- h. Triage system:
This was discussed and it was agreed that the system may not always be communicated to patients effectively. CB to follow up.
- i. Staffing and Practice update ref building:

CB explained that building work was in final phase. External work including new car park entrance to be completed by end of September. Agreement that signage had helped to make temporary arrangements work well and initiatives including the use of bunting had been effective and timely.

- j. Frailty and other schemes:
Clare Smith, new respiratory nurse, has been recruited and will start in November. Plans are in place to bring back some focused and dedicated surgeries.
- k. Link working with Chineham and Whitewater: Nothing new this meeting.
- l. Artwork:
AD happy to help organise an art display rotation for the new surgery, subject to go ahead from the surgery.
- m. Newsletter: *NH had sent initial draft of newsletter to PPG members via DG prior to meeting. Previous newsletter had been distributed two years ago and it was sponsored by a local company. NH keen to move forward with an Autumn/Winter edition. Comments to NH by 21 September.*
- n. Surgery business plan: Agreed not an item for the PPG agenda.

6. Terms of Reference – see 5e. above as already covered.

7. Items for discussion – raised by patients or lay group members.

- a. AD recommended a TV Programme that she had seen regarding male suicide and an approach that had succeeded in reducing it - Horizon: Stopping Male Suicide. Felt that it was impressive and members of PPG would be interested. DRW commented on how this issue affected the Clift surgery
- b. MD raised the repeat prescription section on the electronic system that allows a patient to put a message. Is this monitored by the surgery. **YES** Should/Can it be used ? **YES**
- c. MD – the appointment text service seems to have become somewhat erratic recently. **If patients have concerns initially report these to reception and ask for a reply to their concerns.**
- d. DG asked regarding the surgery triage system. What is the view of the practice staff as to how this is working and how is it being monitored? **This to be discussed at the next meeting.**
- e. DNA – DID NOT ATTEND appointments. **The number of DNA’s in 2017 was 703 and to date in 2018 – with four months left the current situation is 450. There needs to be a major push to reduce the number of DNA’s to as low as possible particularly as DNA’s are estimated to cost the surgery £160 each, making a total of £11,248 value lost to the surgery without adding in the cost of the extra staffing and time for further work with**

those patients. THIS NEEDS TO BE REPORTED ON AT EVERY PPG MEETING with the overall aim of reducing the number of DNA's in 2019.

- f. DG raised the recently published “ EAT WELL GUIDE ‘ which has recently had a high profile in the national press. This is promoted by the surgery but probably needs further exposure.

8. Items for discussion raised by the Practice.

The current building works was reported on and this is now coming towards an end with all external work to be completed by the end of September including the car parking and all other associated works to be finished hopefully by Christmas.

9. CCG PPG Membership:

DG reported on CCG meeting. There are 20 practices within the CCG. All surgeries are in clusters to enable greater flexibility in terms of resource use and ability to respond to local needs etc. representation of PPGs was not consistent and DG was successful in getting this changed so that each surgery is now entitled to two reps. DRW proposed that reps might rotate. For the next meeting DG and NH will attend. Meetings are Wednesdays.

10. NAPP Membership:

Information from NAPP had been circulated to members in advance.

11. Best practice from other PPGs: *No update*

12. Wider NHS and health matters *No update*

13. Any other urgent business; DG had sent group information on Basingstoke Diabetic Group and requested support from surgery for this group by displaying the notices and informing diabetic patients.

14. Date of next meeting to be decided and confirmed as original suggested date clashed with the schools half-term holiday