

NB the next meeting of the PPG is on Tue 28th Feb 2017 at Ingol Health Centre 2pm

Broadway and Ingol Patient Participation Group (PPG)

Minutes of meeting held at Ingol Health Centre Tues 31 Jan 17 1400hrs

CCG = *Clinical Commissioning Group* – PVC = *Patient Voice Committee*

NAPP = *National Association for Patient Participation* CQC = *Care Quality Commission*

VPRG = *Virtual patient representation group*

Attendance

Key (Pr = Practice Staff, B = Broadway Patient, I =Ingol Patient, V = Visitor)

Present		Present		Apologies
Pauline Cooke (PC)	B	Peter Gregson (PG)	I	Anne Corcoran
Dorothy Cuthbert (DC)	I	Jane Grogan (JG)	Pr	Diane Bailey
Walter French (WF)	B	Terry Mattinson (TM)	B	
Marilyn Gregson (MG)	I	Dr Melanie Walsh (MW)	Pr	

TM acted as Chair & welcomed those present. The group has to decide on the positions of Chair & Secretary but the ***promotion of the Group*** is more important at present. The Group is part of the *Voice of the Patient* in the NHS.

At the moment GPs are under pressure, partly due to the lack of GPs; young doctors do not want to become GPs and are looking elsewhere for careers in medicine.

The PPG has the roll of “a critical friend” to the Practice.

As individuals we need to think about the Practice & the Group:

- 1) Aims of the Group
- 2) What changes we would make & how they are achieved
- 3) Be aware of what is going on in the Surgeries / Practice & not be afraid to speak up about what you see
- 4) Positive praise & criticism will be a useful part of Group activities.

Terry asked Dr Walsh for her comments.

MW Practices are under pressure to “extend” services. Practice survey continuing. Finding more people, especially younger people for the PPG is important. For any type of event space is reasonable Ingol although it is limited at Broadway. How is the existence of the PPG to be brought to the notice of patients of the Practice. People are not aware of what is available so how are the benefits of being involved with the PPG to be brought to their attention. Need to think differently; perhaps involve the Broadway and Rowlands pharmacies. At present the limited numbers involved with the PPG is far from representative. More people need to be involved. **JG** Message space on prescription reorder form could be used to promote the PPG & the *Virtual patient representation group (VPRG)*.

Looking to improve the Notice boards at each of the surgeries.

JG We need to increase the numbers of patients whom we can involve by email. **MW** The practices have about 3000 email addresses in their records; consider the feasibility of emailing them to raise awareness & encourage membership of the PPG (Both “Live” & Virtual).

MW In reply to a question there are substantial numbers of new patients a year across both practices.

TM Facebook & email are vital tools for obtaining information and involving patients.

PPG Newsletter

WF introduced a copy of a suggestion for a newsletter. **MG** said that she had used Helloprint.co.uk printer to print fliers for “Preston Panther” Club. The finished product delivered from Holland. 100 A4 two sided coloured sheets cost £35: suggested a trial print run of 100 for the PPG newsletter. **WF** is to obtain quotes for the newsletter.

The Group discussed where the PPG should go from now. It was agreed that we should concentrate on **Promotion**. Other developments should follow.

MW suggested concentrate on the promotion of services & the PPG / VPRG

MG felt we should also 1) Promote Health 2) Promote Carers

TG Offered to approach Broadway Pharmacy and Rowlands Pharmacy (Mr Taylor) regarding support for promoting the PPG / VPRG in its desire to increase its profile.

Other Business

MW Practice has successfully applied for an improvement grant for new flooring & carpets.

MW CQC Report does not recognise the fact the practice has been without a Practice manager. A new experienced Practiced Manager has now been recruited and is expected to be in post shortly.

MG Suggested that funds might be available from Council funds for projects in relative small amounts.

WF asked about the practice Facebook page: This is looked after by Dr Anjan.

It was suggested that we decided on the meeting dates & times for the full year. **WF** asked that the Days & Times are varied to give people who cannot attend on Tuesdays an opportunity to attend meetings.

A short discussion as to who was to be invited to meetings took place. It was suggested that the meetings should be “open”, with the only requirement regarding attendees was that the person was a Practice Patient. How are meeting numbers controlled , especially where venues are small? Further discussion is needed as the subject is not simple: Advocates of patients & carers need considering.

Practice Newsletter on the web site is out of date. Is it to be updated?

*Next meeting **Tuesday 28th Feb 17 2pm Venue Ingol Health Centre, Back Room** altered from 070317*

- 1) The Care Quality Commission - The independent regulator of health and social care in England