

# MINUTES - PATIENT PARTICIPATION GROUP MEETING

Tuesday 12<sup>th</sup> February 2019

Start Time 6:30pm

Finish Time 8:00pm

## 1. Welcome and Apologies-

Alex Trompetas, Helen Center and Shaida Dungarwalla sent apologies. Victoria Vyse was warmly welcomed to the group and thanked for becoming a member.

**Members present:** Pauline Copeman, Richard Kellaway (Chair), June Horlock, Satish Desai, Akber Dungarwalla, Marilyn Arbisman, Victoria Vyse, Brenda Hibbs, (Minutes)

## 2. Minutes of last meeting

The minutes of the last meeting, on 13.11.18, were agreed.

## 3. Matters arising

- Update re MA's discussion with the rheumatologist at CUH and intercession by MP Chris Philp to CEO Matthew Kershaw re letters not being received in a timely manner concluded that progress is being made
- Website updated - typo noticed in first page of PPG section
- Copies of list of social groups have been given to all the GPs and are also on the PPG website.
- Workplan – see RK's attachment

**4. Surgery News** – Dr Mohsin Asharia moving to Whyteleafe Surgery from 18<sup>th</sup> February. Dr Nisha Nair is due to start maternity leave in April/May. There is a new administration member of staff in Selsdon, Jane Layson.

## 5. NAPP E- Bulletin

Points were discussed from the bulletins 134,135,136.

- Missed appointments – not necessarily a problem in this surgery but to continue the good practice perhaps there should be a positive message about attendance following research by NAPP.

**6. Primary Care Networks** – these are being encouraged by NHS England with a drive towards more surgeries working together to provide better services in the community for patients

## 7. Review of surgery website

RK suggested the PPG terms of reference and the Work Plan should be on the PPG website. He also commended the surgery website for being very up-to-date.

PC to consult the partners re the wording of evening appointments as group felt there could be greater leeway re these as groups such as carers, lone parents may wish to have evening appointments as well as those working 9-5.

## **8. Any other Business**

As struggling to find a speaker for the next talk it was decided it should be postponed. PC will contact St John's to cancel the booking.

## **9. Ideas for PPG Week**

PPG week is 10<sup>th</sup> – 15<sup>th</sup> June. Members to be aware of the date for the survey. As well as the survey it will be Carers' Week. BH to obtain leaflets etc. to promote this. There will be a talk in June and the speaker is confirmed - Details to be supplied by PC.

## **10. Travel Immunisation & patient complaint**

It was agreed that there was no basis for this complaint and that the Practice would respond accordingly. PC will forward a copy of the response to the group once finalised for their information. Also was highlighted that the surgery does review it's policies regarding appointments. It was also raised that these appointments are 20 minutes long due to the nature of them, to give immunisations the nurses MUST go through a strict protocol with EACH patient to ensure they are informed BEFORE giving any immunisation. Hence the need for a 20 minutes appointment for person for travel immunisations.

## **11. PPG gmail account .**

PC and RK would agree a form of wording to be used to reply to patients who wrongly use the PPG email address for medical enquiries. The Google Plus is closing in April so this account to be cancelled . ( RK). PC has opened a NHS email account for use by the PPG. AG will follow up with Warlingham PPG who have a similar account to ascertain how to send out his contact list

## **12. Higher chairs and chairs with arms in waiting room**

The group would like to progress having at least one high armed chair in the waiting room and a couple of members are only too happy to contribute towards this. PC to check out the regulations re infection control and health

and safety. Once costing found PC to liaise with partnership for authorisation for purchasing.

**13. Ownership from committee member** re patient talks to ensure enough members are present. Members committed to attending the next talk.

**14. Introducing the speaker at talks PPG.**

The chair to introduce the speakers. A plea was made for all speakers to make use of the microphone.

SD was thanked for his excellent summary which was well received and resulted in some patients writing to express their thanks for the notes. SD was asked to continue this.

**15. Next Meeting** Best wishes were given to Pauline and her husband to wish him a speedy recovery. Next meeting 9<sup>th</sup> April.