



**Minutes – Hilary Cottage Patient Participation Group**  
**Thursday, 28<sup>th</sup> April 2016, 1.00 p.m.**

**Present:**

John Read (Patient and Chair)	JoR
Jane Read (Patient)	JaR
Liz McFayden (Patient and Vice Chair)	LM
Gill Northern (Patient)	GN
Stephen Andrews (Patient)	SA
Ann O’Hara (Patient and Minutes)	AO
Margaret Bishop	MB
Diane Piatek(HCS Practice Manager)	DP
Suzanne Saggars (HCS Staff)	SS

Minute No.	Item	Action
1.	<b>Apologies</b> : Barry Fenby; Graham Hewitt; Margaret Davey; Katy Archard	
2.	<b>Minutes of Last Meeting</b> <ul style="list-style-type: none"> <li>• Amendments agreed: date of the next meeting was changed to 28<sup>th</sup> April 2016; Margaret arranged accommodation; Minutes to be taken in liaison with Suzanne. Otherwise, the minutes of the last meeting, dated 14<sup>th</sup> January 2016, were agreed and signed as a true record.</li> </ul>	
3.	<b>Matters Arising</b> <ul style="list-style-type: none"> <li>• Amendments as noted above.</li> <li>• The progress of actions is noted in relevant items below</li> <li>• Martyn Merrett, Barry Fenby and Margaret Davey to be contacted regarding continuing membership of the PPG</li> </ul>	SS
4 & 5	<b>PPG Report &amp; Action Plan 2015-16 and Strategic Plan 2016/17</b> <ul style="list-style-type: none"> <li>• AO has updated the action plan for 2015/16 following 14<sup>th</sup> January PPG meeting. DP is to confirm the updates to this plan, adding any remaining points. These will to be sent to JOR, SA and AO to be carried forward into 2016/17 plan.</li> <li>• DP to place the 2015/16 completed plan on the web site, with a note to indicate that the new action plan, on the same template as last year, is in the process of being created.</li> <li>• SA proposed that he and AO set a date to discuss the feedback and finalise the Activity Analysis, action plan and new tri-fold leaflet. The drafts will to go to the surgery for discussion and approval.</li> </ul>	DP  DP  SA & AO by 31 <sup>st</sup> May
5.1	<b>Draft Plan of Trifold</b> <ul style="list-style-type: none"> <li>• The initial draft was discussed with a number of amendments being put forward. These included reducing and simplifying the text and inserting additional images</li> <li>• AO and SA will complete the second draft when finalising the Action Plan. The final version all both documents to be agreed with surgery.</li> <li>• The tri-fold will need to be made available in additional required formats for disability access. Copies to be placed in the surgery</li> <li>• Copies will also be made available at any PPG event, including coffee mornings.</li> </ul>	SA & AO  DP  AO& LM

5.2	<b>Recruitment &amp; Role of Members</b>	AO  JoR;  LM &AO
	<ul style="list-style-type: none"> <li>• The working needs of the PPG were considered. We need to have :</li> <li>• Committee members</li> <li>• People to support events - i.e. Friends of the PPG</li> <li>• A system by which to recruit new committee members when vacancies arise.</li> <li>• Succession planning/ temporary cover for committee member roles when required.</li> <li>• Roles and recruitment: it was agreed that PPG members should approach people attending PPG events to recruit new members and to ask for the email addresses of any who wish to be kept informed as 'Friends of the PPG'. AO to adapt the feedback form to include 'please include your email so you can receive the Friends of the PPG updates on future events'.</li> <li>• JoR to pass on the email addresses of those who have already expressed an interest. Discussion took place on who should hold the list in view of data protection. LM and AO will take this responsibility as part of their publicity role, using pass word protected access. LM and AO will maintain a list of those who have given their email addresses to be kept informed. LM &amp; AO will ensure emails on events and committee vacancies go to these people, with the standard disclaimer.</li> </ul>	
5.3	<b>PPG Organisation</b>	LM & AO
	<ul style="list-style-type: none"> <li>• The organisation of the PPG will include the following roles and duties :           <ul style="list-style-type: none"> <li>▶ Chair</li> <li>▶ Vice Chair</li> <li>▶ Publicity and Events</li> <li>▶ Secretary: one person has taken the advert but no secretary yet in post.</li> <li>▶ Ex-officio members</li> <li>▶ Communication is between the surgery and PPG; communication to the wider community is to be as appropriate and agreed at PPG meetings.</li> <li>▶ Friends of PPG will receive communications as determined by the PPG committee.</li> <li>▶ Costs for PPG events and petty cash will be determined as each event is planned. There will be no 'Treasurer'. Named PPG members will be given applicable responsibilities per event e.g. petty cash, purchase of refreshments; invoice collection and payment.</li> </ul> </li> </ul>	
5.4	<b>Publicity Strategy</b>	
	<ul style="list-style-type: none"> <li>• GN contributed an idea to publicize events using reduced size adverts as 'handouts to friends and neighbors'.</li> <li>• It was noted that we now have a combination of advertising in the area and in the surgery. JoR noted the importance of wide and frequent adverts to draw attention to an event</li> <li>• Use of the text service to advertise the Kidney Event was reviewed. It was agreed that only the surgery should use the clinical texting service to eliminate any inadvertent confusion.</li> <li>• JoR and SA attended a meeting of the CCG which had the Chairs of 50% of PPGs present. One person gave a presentation on the use of social media to communicate with the local community. SA explained about 'blogging', as relatively controlled medium that limits opportunity for 'trolling'. It was suggested that the text could be run past the practice to ensure the wording was correct. The group discussed concerns</li> </ul>	

	<p>about how information on health matters could inadvertently cause issues. The PPG currently uses Chris Robert's 'What's new in Fairford and Surrounding Areas' Facebook page. This is working successfully and also has links to Chris' Wilts and Glos entries. All agreed that use of this page should continue and a Blog would not be introduced at this time.</p>	
<b>5.5</b>	<p><b>Communication Strategy</b></p> <ul style="list-style-type: none"> <li>• Decisions on communication are noted under relevant items.</li> </ul>	
<b>5.6</b>	<p><b>Kidney Disease Event and February Coffee morning</b></p> <ul style="list-style-type: none"> <li>• Both events were very successful. JoR expressed the PPG's thanks to the surgery for S.S. participation.</li> <li>• Thanks were also expressed that Dr Sabourin, retired Hilary Cottage GP, had offered to attend meetings requiring clinical expertise. It was agreed he would be contacted if and when required. DP will support the PPG in locating and securing a consultant to attend/present at events as required. This would supplement the Medical Charity input.</li> <li>• The PPG noted that individuals should not see PPG events as a forum to list actions that an individual wishes the surgery to undertake. In these instances, the individual should be encouraged to contact the surgery directly about all personal concerns not relevant to all patients.</li> <li>• Coffee morning: AO to circulate the Coffee Morning feedback summary so the PPG and surgery can check and notify her about the completion of actions. Guidance on ordering prescriptions has been provided.</li> <li>• Kidney Event :JoR has an overview of the actions required and competed as a result of this event.</li> </ul>	<p>DP</p> <p>AO All PPG members asap</p>
<b>5.7</b>	<p><b>Immediate Actions – 7th June Coffee Morning</b></p> <ul style="list-style-type: none"> <li>• Checklist reviewed and updated – to be circulated with the minutes.</li> <li>• DP confirmed the surgery would arrange to print handouts/leaflets.</li> <li>• PPG members to confirm with JOR and AO who will be attending.</li> </ul>	<p>AO SS PPG members</p>
<b>5.8 &amp; 5.9</b>	<p><b>Information Leaflets and Magazine Articles</b></p> <ul style="list-style-type: none"> <li>• LM and AO proposed a bi-monthly approach. The current publicity was the coffee morning advert. So, July/August could be an article informing the community about the positive aspects of the surgery work in response to the Mori survey, and raising awareness of the range of on-line services</li> </ul>	<p>LM &amp; AO</p>
<b>5.10</b>	<p><b>Awareness of Local &amp; National Initiatives</b></p> <ul style="list-style-type: none"> <li>• SA drew attention to the CCG Urgent Care workshops starting 29<sup>th</sup> April. These will tie in with the 'Forward View' ( see below)</li> </ul>	
<b>5.11</b>	<p><b>Memory Event</b></p> <ul style="list-style-type: none"> <li>• JoR is co-ordinating this. The earliest date for a session to run will be June. JR to liaise with LM and AO so that they can ensure Chris Roberts is notified and given key details to go on to 'What's new in Fairford and surrounding areas' Facebook page.</li> </ul>	<p>JoR LM &amp;AO</p>
<b>5.12</b>	<p><b>Proposed New Events for Autumn</b></p> <ul style="list-style-type: none"> <li>• As noted in 5.6 above, DP will find out which consultants could come out for an event in the Autumn.</li> <li>• It was agreed that we need to consider day and evening sessions, in order to cater for the community access. The venue for day events will continue to be the community rooms. For evening session, the PPG can use the surgery. DP will check the floor space for fire regulations. So that numbers attending can be limited accordingly.</li> </ul>	<p>DP</p>

- A pattern is developing of four coffee mornings a year, between PPG meetings. This will continue as it allows for the PPG to report on and review both feedback and actions.
- It was proposed that we start by hosting 2 events with consultants per annum .
- Telecare event: This was proposed as an event. However, it was agreed that the social prescriber should be asked to address this.

## 6. **Surgery Update Summary**

- Latest National GP Patient Mori survey results - the practice rates highly in many areas. Recurring themes for improvement were noted e.g. telephone access and waiting times – the practice are looking at ways to address these issues and will share details of any enhancements planned with the PPG in due course.
- Appointments - the practice is continually looking at appointment capacity and offers a range of appointments - “book ahead” appointments bookable 4 weeks in advance / appointments opening up for the following week on a daily basis and same day GP appointments for urgent medical issues. Online appointment booking is an option for patients to be able to book outside of normal practice opening times. Use of “AskmyGP” e-consultation pilot has been limited to date. Phlebotomy appointments – patients can access a drop in and wait phlebotomy clinic held daily at Cirencester Hospital if a suitable appointment is not available at the practice and the patient has transport. DP will provide bullet points for LM and AO for referral by all PPG members and to inform July publicity.
- Patient online access to medical records (coded information): Patients are able to request online access to their medical record for coded information. Access will be increased in 2016/2017 to include discharge summaries and letters.
- A new social prescriber has been appointed for Fairford and will be based in the surgery on Friday mornings. Nikki Rowe will be starting on 29<sup>th</sup> April and will be able to help signpost patients with non- medical issues to services that can help. The PPG would welcome Nikki attending a PPG meeting.
- DP gave an update on planned premises works and still plan to refurbish an upstairs room into a consulting room during 2016/2017.
- Expansion numbers from building work in the area is currently at 600 homes in Fairford, with additional in local villages Kempsford /Down Ampney. The practice does have the room for another consulting room which is planned as above. PPG noted the need to address the local misinformation that the new build by the football pitch would include a new surgery, and to raise awareness of the quality service that is already provided.
- The GP ‘Forward View’ has now been published by NHS England with the focus on investment /changes planned for primary care including new ways of working and increased use of technology.
- Gloucestershire’s CCG’s project for Joining Up Your Information (JUYI) – an information pack has gone out to all patients in Gloucestershire with details of the project.
- Friends & Family Test survey responses: concerns were expressed by the PPG that this is becoming repetitive, so is it fully representative? The PPG could determine a question to be added. As the majority of results were by SMS text DP to check if this allows for comment feedback and inform JR.
- JoR noted that the PPG role is to offer support and challenge. In this context he emphasised that the PPG would want the staff of the surgery to know they have our full support and appreciation of all that they do

DP

DP

**AOB: None**

**Date of Next Meeting: Pre meeting 21<sup>st</sup> June. PPG full meeting 30<sup>th</sup> June**

**Autumn :** Pre meeting 5<sup>th</sup> October. PPG full meeting 18<sup>th</sup> October.