

**PPG PRE MEETING
9th November 2017**

1. Present:

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| Liz Mcfadyen | Vice Chair |
| Carol Stewart | Secretary |
| Stephen Andrews | Patient/District Councillor/CFR |
| Margaret Bishop | Patient |
| Ann O'Hara | Patient |
| Jennie Sanford | Patient |

2. Apologies: John Read

Surgery please note. Items labelled SR are for comment from you.

| No. | Item | Actions |
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| | Vice Chair welcomed Marilyn Gibbon U3A Chair and the purpose and role of the PPG was explained | |
| 3. | Minutes of last PPG meeting approved | |
| 4. | <p>Area 1: The PPG will ensure it is well informed of developments and best practices</p> <p>Healthwatch Glo –updates.</p> <p>Steven will be seeing new chief executive from Wiltshire next week and will try to get an update. He explained that the service was undergoing a 'reboot' as it transferred to being provided by Wiltshire Healthwatch.</p> <p>The interaction between surgery and PPG was described.</p> <p>Clinical Commissioning Group.</p> <p>CCG meeting due to take place on 24th Steven explained the background of having no locality plan and that all surgeries are likely to undergo re-organisation. SA reported that Graham wants to discuss relationship with Lechlade surgery.</p> <p>NAPP</p> <p>Liz referred those present to the information on the newsletter on password changes. John has the main password and will pass it on if necessary. Patient referral leaflet. Ann and/or Gill to look at it.</p> <p>Using GP online services. This area is on our action plan. Our June Survey showed some patient age groups exceed the 20% target for use of GP on-line services, but others are not using these. We recognise that getting our patients to use the website is a priority. Steven is to investigate an APP.</p> | <p>SA</p> <p>GH</p> <p>JR</p> <p>AOH/GN</p> <p>SA</p> |

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| | <p>Margaret felt some online external services were very inflexible if you are not ‘the norm’, and gave an example. Ann suggested we raise awareness with the surgery that referral tick boxes did not cover all contingencies.(SR) Ann offered to look at the ‘Meeting the healthcare needs of veterans report.’</p> <p>GLOS PPG meeting due 24 November and is attended by representatives from all PPGs in Gloucestershire.</p> <p>South Cotswold cluster: meeting on 13 November. Should have a locality plan – originally created three years ago and is due for review and renewal. Steven and Liz to go.</p> | <p>AO</p> <p>SA/LM</p> |
| <p>5.</p> | <p>Area 2: The PPG will encourage and support information events across a range of health and wellbeing subjects</p> <p>Depression Event</p> <p>This was an excellent event. Strengths were identified as –</p> <ul style="list-style-type: none"> • PPG members attending noted - Margaret made the point that that it was the quality of help given to individuals rather than the numbers attending that was important. • Excellent speakers who were put in touch with each other so overlaps were avoided. Margaret was particularly impressed with the Help for Heroes man who gave her new insight into military thinking. All were impressed with organization and publicity. The event encouraged interaction between them. • Effective format of the NHS 2gether Trust followed by a local issue, then a general one worked well. • Extended and strengthened links in the community, eg Hyperion House, Boots, both local coffee shops • The forces bases appreciated our attention to their families and being made aware of the event. <p>However numbers attending were disappointing.</p> <p>The following outcomes were agreed:</p> <ul style="list-style-type: none"> • Details of such events should in future be shared between PPGs – places available from one week before to safeguard HCS patient bookings. Also ask other PPG about their high and low turn outs for different topics. • The message must go out that we have held another successful event. Liz/Ann will put something on the PPG noticeboard about this and possibly the new surgery newsletter. | |

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| | <ul style="list-style-type: none"> • Steven will speak to Jane from the NHS 2gether Trust and see how it will fit into the broader campaign. • Margaret to find out if a new remote should be purchased to avoid the problems experienced at the event. <p>‘A message in a bottle’ - Marilyn described this initiative run by the Lions club targeted at the elderly. A person’s details that would be useful to health professionals, such as illnesses and allergic reactions, are put in a jar in the fridge and a sticker is put on the door to highlight its existence. However it was pointed out that if ambulance staff have a person’s name and date of birth they can access these details online.</p> <p>Jenny described an Apple App called ‘Health’ which provides medical information: Stephen showed how to access the Android version.</p> <p>If supported by the surgery, Ann and Liz will draft an information sheet about the above, and also something to go on the newsletter and surgery website. Coffee mornings and the newsletter to Friends would also be used to share the information.</p> <p>Dementia Day Care - Margaret reported that Kevin Dower of GRCC is very interested and is coming to the practice to discuss this. A source of finance is in place, as is a venue, so it just remains to get in touch with professionals</p> <p>Diane hasn’t yet heard from Kevin, but feels it would be useful for Gill Beighton to run a workshop for Carers when this is in place. John to update Gill. Priority would be given to our own patients then contact made with other PPGs.</p> <p>Electronic information packs - Ann referred to our planned actions for electronic packs. It was agreed that diabetes information will be attached to the ‘Friends’ newsletter.</p> <p>In Spring we will put an information summary together of all local groups which support healthy lifestyles. Jennie thinks she already has all the information- she will send it electronically to Ann and Liz. Social Prescriber will also have a lot - Margaret was asked to pass on contact information.</p> | <p>LM/AOH</p> <p>SA</p> <p>MB</p> <p>AOH/LM</p> <p>DP JR</p> <p>JS MB</p> |
| 6. | <p>Area 3: The PPG will work with the Practice to continually improve communications and patient access to surgery provision</p> <p>The PPG area on website is not up to date. Ann is going to meet Suzanne to make sure PPG items for last 2 years on</p> | LM |

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| | <p>the web site. Liz is going to talk to Suzanne to see if she has the updated items they worked on. Steven expressed the view that the current section needed to be shut down while the up to date information is put on. Ann agreed to send this request on behalf of PPG.</p> <p>November coffee morning. As per the last PPG meeting, Diane wants to come along to contribute web site input to a coffee morning in Fairford - waiting to get a date from her. It was agreed it was now too late for November - Ann to look for a January date.</p> <p>New website discussed. Steven suggested we use Park Surgery as a comparison, as they are ahead of us in their updating. Liz felt the question re the cookies should not come up every time. It should be moved to after your name so it will remember you and not ask the question every time. Steven felt it wouldn't be possible. Liz also was unable to order her new prescriptions from abroad. Points to be discussed with the surgery at the next PPG. (SR)</p> <p>Liz read an email from John re Friends emails. He proposes we use Google mail and is happy to take this on and send them out. This would include adding the 108 names from the June survey to the existing FoHCSPPG. We appreciate and welcome his offer. Bearing in mind the tightening of data protection act, Steven felt it was necessary that whoever does it has experience of doing group emails and someone else should review the processes in order to cover ourselves. Steven proposed that we look at it to ensure we have a back up process, should John not be well enough to do it.</p> <p>Liz and Ann will send out the current minutes and newsletter to existing FoHCSPPG.</p> | <p>AOH</p> <p>DP AOH</p> <p>JR SA</p> <p>LM/AO</p> |
| 7. | <p>Area 4: The PPG will maintain and develop ways in which the Practice gains the views of patients and carers</p> <p>Appointments system: Two people had received comments about the leaflet being handed out by the surgery – it appears there is not enough clarity about exactly what the changes/improvements are. PPG suggested the surgery should be informed so that it could be reviewed. It was also noted that sufficient leaflets need to be available on Reception (SR)</p> <p>Future coffee mornings after Fairford - This could be followed by Down Ampney and Castle Eaton in Feb and March. We need to prioritise Down Ampney for a date as their coffee mornings are only once a month on the last Wednesday, while Castle Eaton's are weekly. Ann to ask Gill if she has a contact in Down Ampney. John has suggested we hold them in all towns and villages on a rolling update. Steven felt John should also ask the number of patients in Lechlade as part of his discussions with Diane.</p> | <p>JR</p> <p>AOH</p> |

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| 8. | <p>Area 5: The PPG will represent the patient perspective, as required, to both the surgery (practice systems) and to any external body</p> <p>PPG Action Plan – We need two others to review with John and Ann. Carol offered to do that. Liz offered as well. Liz to ask John if we should proceed in his absence.</p> <p>John has mentioned a vision. He wanted to revisit the vision for the PPG and the Action Plan review process. Steven saw this as a quick review of final doc going back three years to ensure we are still happy with it. Review should be part of the Action Planning meeting when it takes place. Date – 20th February 2018 at 2.00 pm. Venue to be confirmed.</p> | <p>CAS/AOH/ LM/JR</p> <p>CAS LM AOH</p> |
| 9. AOB | <p>AOB and date of next meeting</p> <p>Stephen to ask for an update at the next meeting of Gloucestershire PPGs.</p> <p>Stephen drew to our attention the Gloucestershire's Care and Support guide, which is a guide for choosing and paying for care. It was suggested that –</p> <ul style="list-style-type: none"> • we check if Surgery has copies available. • we take one to coffee mornings. • we place one on our table in the waiting room. • Steven will try and get more copies. <p>John has a bill for seventeen pounds for the Depression Event at Fairford Community Centre. It should be handed to Graham.</p> <p>It was agreed we sent a card to John.</p> | <p>SA</p> <p>SA</p> <p>JR</p> <p>LM</p> |
| 10. DONM | 11 th January 1 pm for next main PPG meeting. | |