

**Hilary Cottage Patient Participation Group
Minutes for PPG Meeting
27 Feb 2018 at 1pm IN COMMUNITY CENTRE**

1. Present

John Read – Chair
Carol Stewart – Secretary
Diane Piatek – Surgery Practice Manager Partner
Stephen Andrews
Margaret Bishop
Graham Hewitt
Liz McFadyen
Gill Northern
Jennie Sanford

Anne O'Hara – joined at end of meeting

2. Apologies – Suzanne Sadders

3. Minutes of the Interim PPG meeting 9th November

The minutes were approved. Stephen raised the question of the paramedic's ability to prescribe and whether or not he was provided with a portable ECG. Diane replied that paramedics cannot be independent prescribers at present but there are plans for training to be introduced nationally in future. The availability of Portable ECG equipment available for the paramedic to use had not been discussed at practice level but she would question whether it would be justified as its use could possibly be very infrequent.

4. Area 1: The PPG will ensure it is well informed of developments and best practices

- **Healthwatch Glos**
This body was still recovering from a reorganization
- **The Healthy Market Place**
Gill tabled a schedule of meetings which John will circulate to members.
- **Clinical Commissions Group(CCG)**
John had previously circulated a brief summary of the meeting on 23 Feb
- **Other**
Stephen will investigate on-line services Apps. Diane stated that there are a few APP providers available and that it was down to patient choice and that the surgery could not promote any one. The surgery is required to publicise the use of APPs and their providers on website and in the surgery by the end of March. **SA**
Ann was thanked for providing veteran's healthcare info for GPs & PPG
- **South Cotswold Cluster**
Stephen reported that there had been little progress on the Locality plan

5. Area 2: The PPG will encourage and support information events across a range of health and wellbeing subjects

- **Message in a bottle suggestion**
The Lions had distributed some of these and they were well received. Diane stated that these systems are well known and that the frailty team use a similar scheme.

- **Dementia Day Care** Margaret tabled a brief for GRCC to prepare a Business Plan for Dementia Day Care in Fairford. Graham cautioned that at this stage there should be no suggestion that the LoF had agreed to fund this. Graham said that he had had a proposal from CrossRoads Care for setting up an Azaleas model Dementia Day Care Centre in Fairford but said that as the cost per person was twice what was being charged to clients in Cirencester Hospital he felt it unlikely that he would be in a position to forward this proposal to his Trustees for consideration.
- **Information Packs** John had drafted a Loneliness trifold for use by the medical staff and Social Prescriber (A Social Prescriber has just been appointed to Fairford). The partners had agreed in principle to this and John would discuss with the Social Prescriber at the earliest opportunity.
- **Consider joining with other PPGs** John and Stephen had both approached the Lechlade PPG Chair who had no objection in principle to joining events with Fairford but said that they had decided not to hold their own events in the light of low attendance at the Fairford events.

6. **Area 3: The PPG will work with the Practice to continually improve communications and patient access to surgery provision**

- **Update PPG section of web site** Ann and Liz were thanked for their work on the update
- **FoHCSPPG**
John had created a database of opted in Friends and was working to increase the current number of 51 which was lower than expected probably due to transcription errors. It was felt that the opting in process would cover most of the provisions of the new Data Protection Act.

7. **Area 4: The PPG will maintain and develop ways in which the Practice gains the views of patients and carers**

- **Appointments system** Diane reported that the new system seemed to be going well but did need constant review to maintain efficiency. The PPG had had no negative feedback
- **Coffee mornings** Jennie, Carol and Liz agreed to form a sub-committee to plan and run coffee mornings. These had been notably successful in gathering the views of patients **JS CS LM**

8. **Area 5: The PPG will represent the patient perspective, as required, to both the surgery and to any external body**

- **Updated Action Plan progress**
The Action Plan subcommittee had met and Carol had produced a draft plan for which she was thanked by John. John outlined the main actions as follows
 - Continue to press the CCG for the maintenance of ear syringing or its replacement by micro-suction. **JR**
 - Consider further in-surgery surveys perhaps during influenza vaccination days. Carry out survey during PPG Awareness Week – content to be agreed with Diane. **JR DP**
 - Continue with coffee mornings **JS CS LM**
 - Work with Surgery to periodically update website
 - Maintain good relations with U3A
 - Work with Surgery on dementia friendly aspects of the Surgery
 - Agree with Surgery to insert PPG leaflet in all new patient packs. (Agreed) **DP**
 - Continue with work to establish the feasibility of dementia day care **MB GH JR**

- Continue with work of setting up a Volunteer Bureau to find volunteer befrienders and drivers who can support People for You and LoF and other care and support services in Fairford.
- **Date for Surgery discussion and agreement**
Diane to propose a series of possible dates on which John and Carol could meet Dr. Wallis. **DP**

9. AOB

Diane tabled the South Cotswold Improved Access Pilot information leaflet. This pilot aims to deliver additional GP clinics between 6.30 and 8.00pm as well as GP and Nurse clinic hours between 8.30 to 12.30 pm on Saturday mornings. This is seen as working towards the NHS vision of delivering 8am to 8pm access to primary care. Appointments for Hilary Cottage patients during the hours specified above would be provided by any practice within the South Cotswold Cluster Group. The PPG has been asked to comment on the pilot. **JR**

Diane explained that she was in the process of reviewing quotes for a new telephone system which would improve access.

10. **DONM** – Interim meeting 19 April 2.30 at John's house.

Full meeting 18 May 1pm probably at Community Centre

11. At this point **Ann** joined the meeting. John warmly thanked her for all the hard work she had put into the PPG and made a presentation from the whole PPG who were unanimous in their appreciation of her efforts.