

Strettondale Patient Participation Group

48th committee meeting

Wednesday 28th September 2016, Ley Gardens, 10.00 - 12.15

Present: Gloria Carter, Richard Chanter, Anne Gee, Pat Gibson, Emma Kay, Sue Pinsent, Bill Ross,

Apologies: Sue Hockaday, Sue Marsh

Thanks to Sue Pinsent for writing the notes during the meeting from which these Minutes have been produced.

1. Minutes & Matters arising

- It was noted that both Sue Gent & Lil Morris have resigned from the committee due to other commitments
- The new SPPG leaflet has been printed at the Practice. Unfortunately it was only printed on one side. Emma will get them printed on both sides **(EK)**
- The Practice is actively engaged with other Practices in the area with a view to co-operation in certain aspects of work such as Admin and recruitment / sharing of GPs
- Emma will look into getting the SPPG Minutes onto our page of the Medical Practice website **(EK)**

2. Open Evening

- The running order will be as previously agreed
- Bill emailed the organisers of "Engaging Issues" who have arranged an event on the same night as our Open Evening. It's disappointing that the only response was via a chance meeting in the Co-op by someone who knows nothing about the town website or the events diary in the library.
- Bill to contact Nicola McPherson at Mayfair to establish what technology she needs for her presentation **(BR)**
- Bill will amalgamate the notes provided by the two town pharmacies **(BR)**
- Bill will arrive at the Silvester Horne at 6pm to ensure the room is correctly set up and equipment is working. Other committee members to arrive when convenient but in good time for the 7pm start
- Emma is the first speaker and will extend her remarks:-
 - to introduce herself to the audience
 - to talk about new recruits, including a young trainee / apprentice
 - to explain that certain patient requirements don't require a doctor's appointment but can be satisfied by other staff members; hence freeing up some appointment slots
 - to describe the intention of extending clinical skills within the team so as to free up some doctor appointment slots
 - explain that the Practice is aware that it's not always possible to get an appointment when required; ways around this are being considered

- After Digby's presentation, Richard Chanter will inform the audience about "the new emergency centre" - news that will be hot off the press!
- In the AGM, Bill will point out the new SPPG leaflets and ask for people to consider joining the committee

3. Committee membership and the constitution

- Bill described the meeting held with Sue (H) and Anne concerning new committee members
- The committee agreed that whilst we need more members (and maybe we'll never be overwhelmed), we should have an option not to accept people that we deem to be unsuitable

4. Shropshire Patient Group (SPG) representation

- Richard explained the role of the SPG is for patient groups to learn from one-another, get early warning about changes in the NHS, CCG, etc and have the ability to influence the workings of SaTH. He is then a conduit both from us, feeding into the SPG and to us with information that's been discussed.
- Evening meetings are held every 4 to 6 weeks with the option to serve on other committees
- It was agreed that we should all consider Richard's strong recommendation for representation at the SPG and for it be on the next meeting's agenda for us to make a decision and hopefully have a volunteer!
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5. The future of "Do You Know"

- It was felt that we should continue with Pat's initiative in this area (Thanks to Pat for what she's done to date)
- The proviso is that, whilst any topic can be considered as a potential "Do You Know", they would normally be linked to an aspect of the Medical Practice. In certain circumstances the committee may choose to stretch this definition.
- We also felt that it would be good to continue the monthly visibility in Focus and elsewhere. We agreed that if there was nothing new for a particular month we could consider repeating one.

6. Medical Practice update (These points came up when Emma was still present)

- Emma will look into Richard's report that when he requested to speak to a secretary he was asked to call back after 2:30pm
- The League of Friends has a certain amount of money in the bank. Emma is on the committee & will be asking for some of it to buy new equipment. Both Anne & Bill are on the L-o-F and will be supporting Emma. We'll also be looking for ways to promote the L-o-F to attract more funds from appreciative patients and their families.
- It was felt that Emma would benefit from receiving the "Community Messaging" emails. Anne will speak to Eileen Roberts about this. **(AG)**
- Emma mentioned that the Doctors often do some work above & beyond their contract, that was previously undertaken at the hospital. This is being recorded and the details fed back to the CCG in a BMA recognised format

7. Future Ideas

- Bill introduced this topic that was first raised several months ago
- He agreed to re-email his "ideas" sheet to all the committee **(BR)**
- The first point is in connection with the committee taking a step back, reviewing and evaluating what's been achieved each year:– are we really making a difference and doing a worthwhile job?
- Based on his awareness of other PPGs at the SPG meetings, Richard believes that our PPG is one of the better ones:
 - Some Practices in Shropshire either don't have a functioning group or have a virtual group where everything is handled by email
 - Only some of the PPGs hold an Open Evening
- Bill wants to continue looking at our performance at future meetings

8. AOB

- The idea was mooted of producing an annual Newsletter, for distribution at each Open Evening, reporting on our activities that year. Let's discuss this idea further
- In thinking about the variety of people and their roles within the Practice, Gloria suggested a "Family Tree" containing the names and specialisms of everyone at the Practice. This could be publicised and educate patients in who to ask for when they have a particular need, rather than always asking for an appointment with a doctor. Gloria offered to do some of the spadework herself. Gloria's idea to be discussed at a future meeting when Sue (M) or Emma are present.
- As a result of Emma's uncertainty over how many staff from the Medical Practice would be attending the Open Evening, Bill made the point that when only a couple of doctors and one or two other staff are present at the evening, an opportunity to send a positive, "we're all in this together" message to the patient community is missed.

9. Next meetings

- 26th October, 10:00 to 12:15
- 30th November, 10:00 to 12:15