

## Hurley Patient Participation Group Steering Committee

### Minutes of the meeting held on 21 September 2016 at 10.00 am

In the Hurley Clinic Conference Room

Present: Priscilla Baines, Christine Tan, Michael English, Cortina Henderson, Dilys Cossey  
Hurley Clinic: Pam Elliott, Dr Satinder Kumar and Dr Angharad Kouroumali

1. **Apologies:** David Prichard Jones
2. **Minutes of the meeting held on 20<sup>th</sup> July 2016 – agreed**
3. **Matters Arising:** Promotional Film for PPG – Hurley clinic now have this on the patient screen.
3. **Hurley Clinic developments:**
  1. Reactions to the new Tannoy/screens- Still positively viewed and feedback is good particularly with regard to the publicity material on screen.
  2. Current waiting times for appointments – within a week currently, but was varied over August. PPG asked about online bookings because their experience was that there was a severely reduced number. Pam indicated that this may be due to locums, but she will review. Noted that the access was a problem with many practices in August. **AGREED – Pam to review online booking appointments availability.**
  3. Staff update, especially new doctors and other staff: PAs Dilesh and Zakya are both leaving. They are both moving or finding work closer to home. Also Dr Ahluwalia is leaving and again moving away. Joining or returning: Dr Duffield returns from Maternity leave at the end of the month, as well as Agueda Panero and Olivia returning in November and January respectively. Currently advertising for GPs. **Noted**
  4. PPG Administrator – goodbye to Cleo and group wished to thank her for work. She has been a real asset, and has had a positive effect on the patient group and meetings. Pam indicated that a new receptionist, Simone would be replacing her. PPG felt it would be useful if the wider network were able to appreciate and able to encourage practices to have administrator support for their PPG groups. The PPG network are working on this. **Noted**
  5. Meeting on Digital online access - Dr Gurb Badial met with PPG members to discuss the listening project aim to encourage older patients to use online resources. Dr Badial raised the issue of online consultations and how best this could be accessed and responded to. PPG agreed that trying to get the system as user friendly as possible was key and well as quick and confidential access. **Noted**
4. **Future organisation of the PPG and Steering Group:** Reviewed how the set up and use of a patients' e-mail group we considered at the previous meeting. Pam has looked at MailChimp and the technology. She is trying to familiarise herself with it before setting up an email group. PPG agreed that we should set up with a Gmail account. There will be a PPG network website that might be able to link to our email group. **Agreed to review and get the group set up when Simone is in post.**
5. **2016 patient survey.** This has now started (Monday 19<sup>th</sup> Sept) and 78 online responses so far. Deadline to reach 600 is 17<sup>th</sup> October for it to stop. A text reminder should be sent out a week before. PPG members will come in and distribute the questionnaire. **Agreed and members will arrange to input hard copy**

**responses before analysis, and in time for the AGM.**

6. **2016 AGM. Agreed as Tues 29<sup>th</sup> November 2016.** Dr Kumar is willing to take on Mark Ashworth's traditional slot. Pam to also invite Ross.

**Items on AGM agenda:**

1. **Managing Prescriptions:** Wastage – patient changes not reflected on prescriptions and unwanted medications issued. Plus info on the role of the pharmacist and how this can help the patient. Perhaps invite Karman to speak on this. **Agreed Pam to ask**
2. **Special interest Groups** – consider asking patients if they want to set up special interest groups such as Gardening

#### 7. **Future activities –**

1. **CCG listening practice incentive scheme:** We need to plan the dates and times for the activities, assuming that the practice gets the funding. Reviewed Appendix B Project plan
  1. Digital training – Priscilla will approach the Health Foundry as there is a launch party today and tomorrow. Aim to have the promotional information ready by March with a view to the event being held in April. Priscilla to contact PMs at Lambeth Walk and Waterloo HC
  2. Healthy Eating – agreed for this to take place in February. Agreed Cortina to approach Tesco about sponsoring the event. Pam to ask if Agiatu can attend.
  3. Continence awareness – Dr Kumar agreed to speak at this as an event and ask a consultant from Guy's who could attend. **Agreed for this to be held in the Spring.**
8. **PPG Network:** the local care networks that have been in operation for some time have started to set up boards of their own to co-ordinate their activities. The PPG Network's development officer is still working hard to help those practices that do not already have properly functioning PPGs to get going. It is hoped that the listening practice incentive scheme will encourage practices to be more supportive (some are lagging behind). The Network-wide meetings have been useful for bringing people together and sharing ideas but in future some of them may be replaced by locality-based meetings. **Noted.**
9. **ID Badge – LCCG** – have been developing a pilot scheme to issue ID badges to PPG members. They have to be in a PPG, involved in organising events, and be an active member. The badge enables PPG member to access nhs discounts. Up to 5 PPG members can be nominated by the PPG chair. **Noted**
10. **Date of Next meeting: Wed 23<sup>rd</sup> November 10-12noon.**

Meeting ended at 11.45am