

## Hurley Patient Participation Group Steering Committee

Minutes of the meeting held on

**Wednesday 23 November 2016 at 10.00 am**

in the Hurley Clinic Conference Room

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

**Apologies for absence:** None received

- 1. Minutes of the meeting of 21 September 2016 – agreed.**
- 2. Matters arising:** PA's ok, but noted a learning experience. Item 9 – ID badge – Christine now has one.
- 3. Hurley Clinic developments:**
  1. Sadly, Dr Lucy Brook will be leaving the Hurley Group. Currently advertising for GPs, to encourage continuity. Dr Jenny Keen to join us, seeing substance misuse patients, on a Thursday.
  2. Waiting times for appointments, is currently 7 working days. Pam is trying to ensure that there is enough cover over the Christmas period.
  3. PPG raised the issue of Hospital departments not having up to date list of patient current GP's working at the practice and this can be important, particularly with a significant turnover. Pam noted that this was a longstanding problem that hospital administration need to address.
- 4. Arrangements for the AGM on 29 November 2016:**
  1. Posters have been printed. Karman has asked for a poster. 200 small posters were printed to attach to prescriptions.
  2. Main speaker: Dr Kumar to speak for approximately one hour. Karman to talk about prescribing. Dr Dyer-Smith unable to make the meeting. Dr Kumar to ask if Dr Gerada can make it to the meeting. Meeting should finish around 8pm.
  3. The AGM meeting next year Dr Kumar to discuss continence. It needs to be made clear what next year means i.e. next calendar year or next health year.
- 5. Future organisation of the PPG and Steering Group:** We haven't yet made any progress on using the patients' e-mail group we considered at the previous meeting. Pam to have a tutorial on MailChimp – organised through Priscilla.
- 6. 2016 patient survey.** The response to the survey was not that as good as last couple of years – just over 300 completed questionnaires, hoped for 600 responses. Previous years there were around 500+ responses. There needs to be more advertising of the survey particularly the face to face promotion in the waiting area undertaken by the PPG members. On the paper copies of the survey, respondents added extra comments. It wasn't possible to do this on the online version. Priscilla to finish analysis of survey by the end of the week. Review survey comments next meeting. NHS choices website, rating for Hurley Clinic has gone up.
- 7. Future activities – projects for the practice incentive scheme:**
  1. £1,000 funding has been received from the CCG. Part of this funding will be used to buy new weighing scales for the baby clinic.

2. Pam to speak to directors if part of the £1,000 funding can be used for the health foundry (digital training). About 9,000 out of 12,500 patients have mobile phone devices.
3. Healthy eating event to take place sometime in February/March. Pam suggested holding the event on a PLT day. Healthy eating event will be taking place on **Thursday 9<sup>th</sup> March 2017**.
8. **PPG Network:** Local Care Networks are going to be taking over primary care settings. LCNs won't be taking over GP surgeries, but will be better coordinating health and social care.
9. **Any other business:** Can the PPG notice board be moved? Can PPG members be introduced to reception staff? Pam suggested pictures and a brief bio of the PPG members to be put up on the PPG notice board.
10. **Date of next meeting:** Thursday 19<sup>th</sup> January 2017