

The Meads Patients' Participation Group



Minutes of the PPG Committee meeting held on Thursday 6th February 2020 at The Meads Medical Centre, Bell Lane, Uckfield from 6 to 7.30pm.

Present: Peter Griggs (Chairman), Jenny Eadon (Deputy Chairman), Merrill Plowman (Secretary), Gabriella Paterson-Griggs and Caroline Penman.

Also in attendance: Charlotte Luck (Practice Manager), Chrissy Montgomery (Reception Supervisor).

Apologies: Ian Muldoon, Carolyn Muldoon and Dr Duckworth

Minutes of the Last Meeting

The minutes of the meeting held on 21st November 2019 were agreed as a correct record.

Matters Arising

Grief Awareness Week – CL informed the Group that the St Peter and St James Hospice would be attending the Practice for a further two days.

No other matters arising as all actions had been completed.

Secretary's Report

MP reported that the NAPP subscription had been renewed.

Holy Cross Christmas Tree Festival – MP has put in a request for the The Meads to have a Christmas tree in the 2020 festival. Further information will be sent to MP in September.

Treasurer's Report

Noted that KSS Air Ambulance had sent a thank you letter for the donation received following the flu clinics.

Practice Report

CL reported that a new receptionist started in January and good feedback had already been received. Dr Grimston, the new GP, had also settled in well and access to appointments had continued to improve.

Continuing professional development training courses were being held for all relevant staff and PLT training was due to be held on 17th March 2020 from 1pm. **Action: PG to publicise on social media.**

Public Health England were still requesting practices to promote the MMR vaccination and it was noted that there was also a big drive to encourage women to attend their invite to a cervical screen. 400 patients were on the current list.

When the computers went down the existing contingency plan was put to the test and all went according to plan. There was also a power outage in reception which had also been dealt with very well by the team.

Phone System Messages

The proposed messages for the new phone system, due to be installed the week commencing 20/04/2020, were circulated to the Committee. These were discussed in detail and the following comments made:

- Use the term The Meads as opposed to surgery

- For the everyday message – change the online information to ‘You can book appointments, obtain results and order prescriptions online – please ask the receptionist for more information’
- Prescription orders – change to ‘To order a prescription call the NHS Direct line on 0808 1647 678
- That the hold music be changed to be more user friendly

In respect of who should narrate the message it was suggested that a competition be held between the staff to see who has the best voice.

Action: CL and CMO to make the necessary changes to the messages and select a member of staff to make the recordings.

Patients’ Survey

CL circulated the results of the second phase of the survey which mirrored those received in Phase 1. The Group was very pleased with the 5% return. The comments made were considered by the Group and it was noted that the majority of these had already been dealt with by the Practice.

One suggestion was that the posters on display in reception could be jollier rather than ‘frightening’ messages. CL explained that the NHS prescribes the material for the campaigns that the Practice has to advertise so it would be a challenge to meet the requirements of everybody, but she considered it a valid point. It was also suggested that the chairs in the waiting area could be moved around to face each other to make it seem more friendly but to leave those round the outside of the waiting room as they are.

In respect of fundraising it was noted that the preference was to raise money for equipment for the Practice rather than charities.

CCG Workshop

CP gave an update on the HWLPRG meeting she had attended (the minutes had been circulated to members of the Group prior to the meeting). CL explained the proposals relating to the PCNs and it was noted that it was a case of ‘watch this space’.

Constitution Refresh

PG reported that he considered the PPG Constitution needed to be refreshed. It was agreed that he circulate his proposals for comments. The proposed new version could then be put to the AGM for confirmation. **Action: PG to circulate proposed Constitution and request comments before end of March 2020.**

Wuhan Coronavirus

CL went through the processes that had been put in place in response to the Coronavirus outbreak in China. It was noted that patients were being asked about their travel history at the triage stage and that there was an isolation room at the surgery if required.

Any Other Business

Young People – ways to involve young people in the PPG were discussed and it was agreed that Uckfield College be approached to see if there were any 6th form students who would be interested as part of a project. It was confirmed that they would not form part of the Committee. JE agreed to approach the College on behalf of the Group. **Action: JE to contact Uckfield College**

Date and time of next meeting

The next meeting of the PPG will be on Thursday 23rd April 2020 following the AGM to be held on the same day at 6pm.