**The Meads Patients’ Participation Group**

Minutes of the PPG Committee meeting held on Thursday 17th May 2018 at The Meads Medical Centre, Bell Lane, Uckfield from 6.30 to 8pm.

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

Also in attendance: Charlotte Luck, Sam Roberts

Apologies: Apologies were received from Dr Duckworth.

**Minutes of the Last Meeting**

The minutes of the meeting held on 8 March 2018 were agreed as a correct record.

**Matters Arising**

Welcome to Charlotte Luck the new Practice Manager.

**Practice Report**

Charlotte Luck gave the Practice report as follows:

* Staffing - this is a top priority for CL and she is determined that the practice will recruit a salaried GP. The remainder of the staffing levels are adequate at this time.
* Confidentiality - recommendation that PPG members sign a confidentiality agreement in line with good practice. The Group agreed that this was appropriate and all the Committee signed the agreement and returned to CL at the meeting.

**Action: All PPG Committee Members to sign confidentiality agreement**

* Extended Hours appointments - CL explained that the core contracted hours are 8am to 6.30pm. Any appointments outside these hours are known as ‘Extended Hours’ and the Practice needs PPG approval to be able to offer these. The current extended hours are 7.30 to 8am (2 HCAs and a Nurse) on a Monday; 7.30 to 8am (HCA, Nurse and GP) on a Wednesday and 7.30 to 8am on a Friday (HCA). It was queried whether these hours were having an effect on the health of staff. CL confirmed that the staff were happy with the hours as it gave them the opportunity to be more flexible in their working hours. The Group agreed to approve these extended hours.

**Action: The Group resolved that the extended hours be approved**

* GDPR - a specific team has been set up within the practice to implement the new regulations. It was noted that under the new regime data held in respect of those aged 13 to 16 can not be shared with parents, carers etc unless consent has been given by the individual. The consent has to be given by the individual coming into the surgery to sign a form at reception. It was agreed that an item forewarning patients be included in the email that is circulated after the meeting.

**Action: The newsletter to contain information about the new 13-16 year old regulations**

* Screens in the Waiting Area - these are to be updated hopefully by the end of June and the plan is for the practice to take control of the presentation rather than rely on an outside company.
* Vision / Mission Statement - the Practice has a new mission statement ‘At the Meads Medical Centre we are committed to improving the lives of our patients by providing compassionate, person centred care’. The Group agreed the aims and suggested the addition of ‘and communication’ under the continuously improving services bullet point. It was noted that evidence is required for the CQC in respect of the views of patients on the aims and vision and therefore a survey would be carried out through survey monkey.
* Parking – the Practice has agreed that for all new room bookings the hirers will be informed that those bookings won't include parking spaces. It was noted that it would not be possible to alter existing bookings. Parking is still an issue and there has been a patient that parked on the yellow lines and stopped an ambulance being able to access the centre and also on a separate occasion blocked the pharmacy delivery van from being able to deliver emergency medication. Ways of minimising these issues are still being considered by the Practice.
* Memorial tree and plaque -  the staff are going to be doing an internal monetary collection in order to plant a tree / shrub with a plaque in remembrance of former Lead Nurse Sue Wheeler
* Urgent Care Procedure - SR reported that this was changed when Dr Wallbrook was on sick leave and that a new procedure is to be put in place where the patient will need to give more information at the first point of contact so that they can be triaged quickly.
* Appointment Waiting times - these are currently at three weeks.
* Protected Learning Time - this is taking place on 12 June so the Practice will be closed from 1pm.
* Summary Care Record - patients to be reminded to sign up (or opt out) through the newsletter and the PPG awareness week.

**Communications Report**

Peter Griggs updated on the social media and the impact of the implementation on GDPR on the email list.

**Treasurer’s Report**

It was noted £229.66 is to be added to the amount for this year (2018/19) bringing the total up to £500**.**

**Raising Money for the Practice**

IM reported that he had not been able to proceed any further with the Community Token Schemes as he needed the list of the items that the funds would be used for. CL agreed to speak to the team and provide suggestions.

**Action: CL to provide a list of items that the Practice requires**

**PPG Awareness Week**

This year PPG Awareness Week is 4 - 9 June 2018. It was agreed that a stand be set up again in the mornings with an emphasis on getting the SCR forms signed. CL and SR to attend a couple of the sessions. MP to arrange a rota for the stall.

**Action: MP to arrange a rota for the week**

**Co-operation with Bird-in-Eye Surgery**

TN reported that he has not had a response from the PPG Chairman from Bird-in-Eye. CL is meeting the Practice Manager next week so will pass on the Chairman’s email and request that he be contacted.

**Action: CL to pass on TN details to Bird-in-Eye Practice Manager**

**Any Other Business**

There was no other business.

**Dates of Next Meetings**

* 6pm on 9 August 2018 at the Meads (Flu clinics to be on the agenda)
* 6pm on 4 October 2018 at the Meads
* 6pm on 6 December 2018 at the Meads