

The Meads Patients' Participation Group



Minutes of the PPG Committee meeting held on Thursday 26th September 2019 at The Meads Medical Centre, Bell Lane, Uckfield from 6 to 7.40pm.

Present: Peter Griggs (Chairman), Merrill Plowman (Secretary), Ian Muldoon, Carolyn Muldoon and Caroline Penman.

Also in attendance: Dr Duckworth and Charlotte Luck (Practice Manager),

Apologies: Jenny Eadon, Trevor Nash, Gabriella Paterson-Griggs and Chrissy Montgomery (Reception Supervisor).

Minutes of the Last Meeting

The minutes of the meeting held on 8th August 2019 were agreed as a correct record.

Matters Arising

Noticeboard – CP asked for topics and ideas on content for the noticeboard which would need to be refreshed on a regular basis. **Action: All to put forward topic suggestions for the PPG noticeboard.**

Roller Banner – CP confirmed that she had now purchased an additional banner.

Dementia Golden Ticket – it was noted that there is a new display in the reception area relating to this initiative.

Flu Clinics – It was agreed that the Dementia Charity could be 'Know Dementia'.

Secretary's Report

MP updated the Group on the flu clinic rota and preparations.

It was reported that there was a patient who could be interested in joining the PPG Committee. It was noted that any persons joining during the year would have to be co-opted members until the next AGM.

PRG – Elizabeth Keating is leading on a dementia study which the PPG agreed to promote on the noticeboard. **Action: CP to promote on the noticeboard.**

Treasurer's Report

IM reported that the first payment had now been made by Tesco.

Practice Report

Flu Clinics – at the time of the meeting 170 flu vaccinations had been given with a further 950 already booked in. CL reported that all stocks had been ordered and additional staff made available as well as extra evening clinics on the 3rd and 7th October. It was also requested that the clinics be promoted on social media encouraging all patients to have the vaccinations at the Meads.

CQC Annual Phone Call – the inspector had found no issues arising and spoke highly of the Practice.

Practice Pharmacist – where appropriate, Ross will soon be seeing patients face to face to discuss their individual medication requirements.

Team Building – it was noted that the Practice team building event was a success.

Telephone System – a question to be included in the survey asking whether patients want to know where they are in the queue.

Call Screens in Waiting Room – these have now been updated and are working well.

Patients' Survey

The questions have now been agreed and the survey will go live on Survey Monkey by Saturday 28th September. The Practice to print out copies for reception and to give out at the Flu Clinics. It will also be circulated on social media and via the email group. **Action: PJG to circulate on social media and CL to arrange printing.**

HWLH PRG and SECAMB meetings feedback

CP reported back from meetings she had attended since the last PPG meeting.

High Weald and Lewes Havens Patients Representatives Group – this was a constructive and positive meeting. It was agreed that CP should be the PPG's rep at all future meetings of the PRG.

SECAMB – there were no actions arising from this meeting.

Any Other Business

Grief Awareness Sign – PJG drew attention to Grief Awareness Week which would be held in December and the work of the Good Grief Trust. AD advised that in cases of bereavement the Practice refers patients to CRUSE, Health in Mind and Still Birth and Suicide agencies. It was agreed that PJG would liaise with the Good Grief Trust to discover more about the services they offer in this area. There was also the possibility of having a stand in reception during that week.

Action: PJG to contact Good Grief Trust

SMS Messages – AD advised the Group that the SMS appointment reminder messages were successful. He went on to explain that the software could create directories for specific patients' groups which could then be sent targeted messages.

Protected Learning Time – it was noted that the surgery would be closed from 2.45pm on the afternoon of Thursday 14th November for PLT.

Date and time of next meeting

The next meeting of the PPG is Thursday 21st November 2019 at 6pm.