**The Meads Patients’ Participation Group**

Minutes of the PPG Committee meeting held on Thursday 6th December 2018 at The Meads Medical Centre, Bell Lane, Uckfield from 6.00 to 7.20pm.

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

Also in attendance: Charlotte Luck (Practice Manager), Chrissy Montgomery (Reception Supervisor) and Dr Ellis (who joined the meeting at 6.20pm).

**Apologies:** Apologies were received from Dr Duckworth and Gabriella Paterson-Griggs.

**Minutes of the Last Meeting**

The minutes of the meeting held on 4th October 2018 were agreed as a correct record.

**Matters Arising**

Welcome to Chrissy Montgomery recently promoted to Reception Supervisor.

Peter asked that matters arising and communications be included as standing items on future agendas.

CL confirmed that covert calls to the Practice had been monitored and that a script for the phone message was being prepared and that Dr Walbrook will provide the voiceover. A full revamp of the telephone system is planned.

Merrill confirmed that she will be booking a place for a PPG Christmas tree for 2019 at Holy Cross Church.

It was decided not to go ahead with mince pies morning on 13th December.

**Practice Report**

Charlotte Luck gave the Practice report as follows:

* Staffing – Sam has left to work at a larger Practice and that following a restructure three staff have been promoted to Supervisor – Jan- admin, Chrissy – reception and Martha – general.
* Reception displays - Crowborough Midwives had used the reception and plan to return for another session.
* Flu jabs – CL advised that there has been a 20% increase in take up (1583 compared to 1325 last year). There is a national shortage of vaccines for the aged 65 and overs however, once the surgery’s’ stock has been used then in line with NHS Public Health guidance the over 65s can still be vaccinated but using an alternative vaccine type. The alternative vaccine will still be efficient at tackling many strains of the influenza virus but is not as effective as the original vaccine intended for the over 65s. We encourage you to get booked in as soon as possible if you’d still like a flu vaccination.
* Measles jabs – there has been a good take up here too, with 200 immunised.
* Dementia Golden Ticket – two doctors, two nurses and CL attended a training day. Following a further meeting in mid-January the Practice will start to offer this valuable service.
* Diabetes – Dr Ellis is undertaking training to become a diabetes specialist.
* Online services – 21.5% of patients are now online. Another 680 needed to bring it up to the target of 30%
* Engagement – CL plans ‘meet the Practice Manager’ sessions in the new year to introduce herself to patients and gain feedback.
* Urgent Care procedures – CL/DrE agreed to draft a reminder for patients of the Urgent Care criteria, this to include how patients can renew sickness certificates without clogging up the Urgent Care arrangements. PG and CP to then publicise this ACTION: CL, Dr E, CP, PG
* The drains! – CL asks that patients avoid flushing baby wipes etc. down the surgery’s toilets as the drain blocks frequently and it is expensive to get a contractor to clear it.

**Red Cross events**

CP reported that both the Red Cross sessions had been fully booked and benefited from an excellent speaker with lots of positive feedback with attendees leaving feeling empowered. There are 7 people already on the waiting list for the next event which will be held in the Luxford Centre in the Spring.

CP went on to say that she had volunteered to act as lay person on a working group being organized by the CCG in relation to the Respect initiative which relates to personalized records.

**Uckfield Dementia Forum**

PG and JE reported that they had attended the forum and described the work it is undertaking.

PG advised that the Uckfield Dementia Forum would value a short presentation from the Practice at its next meeting to advise re the implementation of the Dementia Golden Ticket ACTION CL, Dr E.

**Communications**

CP requested ideas for her column in the Uckfield Matters magazine and it was suggested that she might include the increase in flu jabs, the funds raised in 2018 and a push to increase the number of patients online.

PG advised that both the KSS Air Ambulance and Macmillan nurses had written thanking the PPG for the money it raised this year.

PG referred to a message he had received about the radio played in the waiting room. CM agreed to retune to Radio 2 (or the local radio station Uckfield FM).

**Forthcoming events**

PG said that he had received details from Uckfield TC of the main public events to be held in the town in 2019. Of the 10 listed 5 seemed appropriate for a PPG presence. It was agreed that this will be looked at in more detail at the next meeting. In the meantime PG to research cost of the pitches at these events.

ACTION PG

**Display Equipment**

PG suggested and it was agreed that the following items be purchased to support the events:

* Gazebo (t3m x 3m with three sides)
* Folding table
* Folding chairs (x2)
* Projector screen

CL agreed that these could be stored at the Practice’ premises.

ACTION PG

**Public Liability Insurance**

PG recommended that the PPG obtain Public Liability Insurance cover if it is going to attend public events and that a quote should be obtained (from Zurich Insurance).

ACTION PG

**Missed appointments**

PG referred to an initiative included in the latest NAPP newsletter about a successful strategy to tackle missed appointments. Chrissy agreed to read the paper and where possible implement the social norms approach recommended.

ACTION CM

**NAPP membership**

MP advised that the NAPP membership renewal is due – agreed that we would renew the PPG’s membership ACTION MP

**Fund Raising**

IM advised that after successful negotiations Tesco have agreed that the PPG can participate in the blue token scheme – sometime in the next 6 months.

During 2018 the PPG has raised:

* Waitrose - £340
* Air Ambulance - £202
* Macmillan Nurses - £174
* Practice equipment - £226

A grand total of £942, next year let’s make it £1000!

**Treasurer’s Report**

PG confirmed that the PPG budget stood at £500 at the time of the meeting.

**Any other business**

Following a question from TN about blood pressure monitoring it was agreed that the Practice would prepare some guidelines on home blood pressure monitoring – its value, the protocol the patient needs to follow, the follow up to expect from the GP and the and the equipment the patient needs to purchase.

ACTION CL/Dr E

**Dates of Next Meetings in 2019**

* 7th February - 6pm
* 4th April – 6pm
* 6th June – 6pm