

Minutes of PPG Meeting 21.11.19

Present: Peter Griggs, Merrill Plowman, Ian Muldoon, Carol Muldoon, Caroline Penman, Charlotte Luck, Chrissy Montgomery

Apologies: Gabriella Patterson-Griggs, Jenny Eadon, Dr Andrew Duckworth

Agreed Minutes of last meeting 26.9.19

Matters Arising: **ACTION - CP** to update PPG notice board – pending

Secretary's report. **MP** thanked the committee for helping with the Flu clinics' charity cake sales and Patients' survey.

Renewal of NAPP affiliation is due in December for the coming year. Fee £40 as before. Committee agreed to renew.

ACTION MP to send off required form and to give NAPP's BACS details to CL for processing.

Treasurer's report: Money raised at Flu Clinic cake sales for three charities; Cancer Research, Air Ambulance and Know Dementia charity.

ACTION IM to clarify amounts raised for each charity.

Practice Report (CL)

Two new admin positions are pending. Hours to be negotiated.

Flu Jabs; 1,637 given to date, this compares with 1652 for the year ending March 2019. There are still 300 available to patients.

Nasal flu for under 18s; national shortage of supply so had to cancel some appointments. There is a waiting list for if/when more supplies come through. (about 50)

The evening clinics were very popular for under 65s

Next year's Saturday flu clinics in diary for 2020 -26th Sept, 10 and 17th Oct.

Palliative Care patients. CL would like feed -back from these patients and their relatives/carers. Volunteers are asked to contact Practice manager for discussion on care received.

ACTION Peter to post information on Meads Social Media and include an item in the next newsletter

An extra phlebotomist is now available.

Ross, Meads pharmacist, is now booking patients for discussion of their medication.

New Phone system. Meads is looking for three quotes. Hoping to choose and install within next 6 months.

Electric hand dryers now installed in loos.

Drs Ellis and Duckworth and HA Elizabeth attending a learning disabilities course.

Practice staff are all now "Dementia Friends" following a talk given by Margaret Bode of Sussex support Services.

Feedback from flu clinics. CP has obtained a new PPG banner. IM to clarify amounts raised for the charities. Good number of responses to Patients' survey.

Patient Survey - Feedback so far

Need to look at means of connecting with younger patients for their feedback. Not many responses from ages 55 and under. More women than men responded. Good response from patients at flu clinic.

Phone queue position – popular idea with patients

PPG Focus: Some concern about length of phone message .**ACTION:** CM to send script of phone message to PPG committee for consideration.

Communication. Newsletter very popular. Suggestion that the role of the paramedics be explained on the waiting room screen display. **ACTION:** CL

Displays in reception on health issues –to be continued.

Group sessions. Possibility of group support sessions/forums for patients with similar conditions – to be investigated.

Dementia Golden ticket – there is a need to continuing to promote this service **ACTION** CL and PJG

72% reported that they were satisfied or very satisfied with their last appointment.

To continue with survey up to Christmas. Suggested PPG committee should attend some morning surgeries up to Christmas to get more responses, particularly from younger patients. CL approved.

Busiest surgery times Monday, Wednesday and Friday mornings. Phlebotomy clinics on these days also.

ACTION. MP to initiate a rota for these times.

Plans to have PPG rep meetings at new PCN level: CP has been attending PPG rep meetings on behalf of Meads. The existing leaders of the group are retiring and it is hoped a new group of representatives of PPGs will be set up under the new PCN. CL was positive about the connection of Practices under the new PCN. Practice Managers and Partners meet regularly,

ACTION CL to give contact details to CP. **CP** to send email to PPG contact group for the PCN

Grief Awareness Week; 2-8 December; Was suggested bereavement counselling groups, e.g. Good Grief, Cruise, put up a display in reception area during this week. PG asked CL to follow this up.

ACTION; CL to initiate this

Approach from Bird in Eye PPG: Tanya of Bird in Eye PPG asked PG if Meads PPG would be willing to undertake a sensory garden project in the town. It was decided that our role as PPG for the Meads was to support the running of the Practice, its Staff and Patients and that such a project falls outside this commitment.

ACTION PG to reply to Tanya.

Constitution: PG would like to review the PPG constitution with a view to updating. **ACTION MP** to contact NAPP regarding a template for PPG constitutions.

Christmas Tree Festival. The Meads staff would like to have a tree at the Holy Cross Tree Festival. Unfortunately it is too late to book a tree for this year. **ACTION MP** to find out dates/ procedure for booking a tree for next year's festival.

A.O.B. PG has received several positive messages from patients about the Meads.

Date of next meeting, Thursday 6th February 2020 at 6pm at the Meads