

Royal Crescent Surgery

PPG Meeting Minutes 12th April 2017

Present

Dr Richard Sales (GP Partner), Kate Meacham (Practice Manager), Leanne Birch (Surgery Manager and Chairperson), Tracey Scorer (PRG Co-ordinator), Kelly Hickson (Senior Administrator), & 21 PPG members.

Welcome

Tracey Scorer welcomed the group and thanked everyone for coming along.

Leanne Birch then opened the meeting and discussed with the group:

What is a PPG?

PPGs are a tried and tested model built on mutual trust and respect between GPs, Practice Teams and their patients. There is evidence that PPGs empower patients and supports practices.

Leanne asked the group what they thought being part of a PPG might mean to them.

Some responses were:-

- A group that gives feedback to the surgery
- To improve communication via patient representation
- To help improve processes and paperwork
- A critical friend

What a PPG is not

The PPG is not a forum for complaints of personal issues

The PPG is not a 'GP fan club'

What makes a good PPG?

Having a representative membership, mutual trust and respect, a willingness to listen, and to work together on an equal basis.

Ground rules were discussed to include:-

- One person to speak at a time
- No side conversations
- To keep on track, and permission for the chair to bring the conversation back on track if necessary.
- Time management
- Confidentiality, if a member discusses a personal issue to set an example, this should stay within the group.

How PPGs can offer practical support to the practice

- Offer feedback on a patient perspective
- Offer support to other patients
- Improve communication between the Practice and the community
- Help to promote good health, e.g. involvement in health education activities within the Practice.
- Influence decisions about which services are provided

Some topics for discussion for future meetings included:-

- How to keep patients informed of services available
- How do we distribute information to patients who do not visit the surgery very often, who do not use a computer, or patients with poor sight or reading?
- PPG members to act as advocacy for other patients
- Health Information talks and Self Help
- Medicine Waste

It was mentioned that some members of the group may have a particular skill/asset or be part of another group that might benefit the group. It was agreed if a member wished to disclose any particular asset that could be shared with the group to inform Tracey to note.

We will also be looking for a Chairperson for future meetings, and for some members to be part of a 'Core Group'. Please could any member who may wish to apply for this position or would like to be part of the future core group inform Tracey.

We discussed future meetings frequency and suitable days, and it was agreed we should vary the day for future meetings.

Members were asked to complete a form stating their preferred days and times for future meetings. The results showed that a morning or evening time of day were preferable with 87% voting for a weekday and 70% for a Saturday.

Due to the excellent turn out at the first meeting, we feel that future main meetings should be held outside of surgery hours.

Leanne shared with the group our recent CQC inspection visit, and that the Practice has been awarded an overall rating of '**Outstanding**' which we are immensely proud of.

The full report can be read on our website. www.royalcrecentsurgery.co.uk

We have been working on the information screen in the waiting room, which was switched on at the end of the meeting. Leanne asked when members visited the surgery in the future, if they could please provide any feedback on this to Tracey.

Leanne thanked everyone for coming and the meeting was then brought to a close.

*The next meeting will be held on **Saturday 24th June - 10am-12noon.***

Please aim to arrive after 9:30am to start the meeting promptly at 10am.