

Meeting Pound House Patients Forum

6th October 2016

Minutes

Attendees: Trevor Barnett, Alexis Lockhart, Joyce Bowden, Catherine Monger, Sue Marsden, Rosemarie Sheehan, Dr. Hallas, Dr. Holy, Kate Airley, Carolyn White, Trevor Stroud

Apologies:, Julia Adey, Marcia Georghiou, Anne Ronan, Dr. Bailey

Agenda: Welcome & Apologies

- Minutes of Previous Meeting 1st September
- Matters Arising
- Actions from last meeting
- Meeting with Victoria Young
- Better Collaboration
- Seeking New Members
- A.O.B
- Date of Next Meeting

Trevor opened the meeting by introducing and welcoming Trevor Stroud – a potential new member

Minutes of Previous Meeting

The Minutes of the previous Meeting 1st September were read and accepted,

Accepted by Kate Secoded by Trevor

Matters Arising

Catherine asked if any minutes had been produced from the smaller meeting held in July and again with Dr. Bailey in September. No minutes had been produced.

Rosemarie questioned whether the Paramedic cover Dr. Bailey spoke of in the last meeting was in action. Dr. Holy said it had not yet been put into practice but should be very soon.

Trevor had not yet finalised the information for the Press release.

Actions From last meeting

Trevor explained that he, Alexis and Julia had met with Victoria Young from Healthwatch and that it had been a very worthwhile meeting. See below

The PPG had manned the flu clinic on the 1st October and tried to distribute the information regarding Diabetes. It appeared that people were not that interested in the Diabetes leaflets but the Live Well/Stay well information was well received. Trevor thanked all those who helped on the 1st and Sue for her work in obtaining the information.

Meeting with Victoria Young Healthwatch

The meeting with Victoria Young was very useful and informative. Alexis explained that as there is no manual or definitive set of guidelines each PPG behaves differently and there is not set criteria. Some PPG's are leading the way being extremely organised and others have barely got started. Pound House PPG sits in the middle but it was clear from our discussions that there is a long way to go.

Points to Note were

- 1, Pound House has a PPG not PRG
- 2, As such the PPG should be representative of the patients and its activities should be group led not practice led.
- 3, The practice needs to be totally committed to the PPG and find time to support the group.
4. The PPG put together Terms of Reference which were submitted and approved by the practice and both parties should make every effort to adhere to these.
5. There needs to be much better channels of communication both between the group and the practice and to the wider patient population. Without this then we will only reach the patients who visit the surgery.

Victoria also said that it is hoped that Nicola Lester will be able to attend the Protected Learning Time at the practice.

Collaboration

Moving on from the meeting with Victoria Young, Alexis then went on to explain that there is room for improvement when looking at collaboration between the group and the practice. The group and in particular certain members of the group were asked to get the PPG up and running and to this end had spent months researching what other PPG's do and collecting information to enable our group to function efficiently. Whilst the Partners and GP's in the practice may understand and acknowledge the work that the PPG can do to help the practice, it is clear, that not all staff fully understand the role of the PPG. The group has asked on several occasions to do a presentation to the staff but has always met with obstacles. We need all members of staff to be advocating the role of the PPG and encouraging patients to use the PPG for the benefit of all.

Likewise the PPG needs to be able to communicate quickly and efficiently with as many patients as possible using a variety of methods, which requires the practice to put these methods in place, including Facebook, Up to date info on Website, hard copy and moving forward possibly email

Unless we can improve the collaboration and communication then it is unlikely that the PPG will be able to fulfil its role as laid out in the Terms of Reference.

There was considerable discussion and Dr. Hallas indicated that it may be possible for the PPG to do a presentation during one of the Protected Learning Times in the next couple of months. We await further confirmation.

Seeking New Members

Trevor highlighted the need for the PPG to recruit some new members which again relates back to communication. There was discussion how this could be achieved and it was agreed that a smaller group would get together to discuss publicity. Also Kate will use the Wooburn Residents publication to promote the PPG.

A.o.B

Alexis advised that the Autumn Newsletter had now been approved and would ask Marcia/Anne to get the printing underway. Alexis had spoken to Wooburn pharmacy who are happy to have some copies and a box for any completed questionnaires. We need to ask the Bourne End pharmacy to do likewise. We will also need a couple of boxes for completed questionnaires in both surgery's.

She also advised the group that the PPG now has its own email address poundhouseppg@gmail.com

Date for Next Meeting

Date for Next Meeting 17th November 2016