

Minutes of the Patient Participation Group Meeting held on Wednesday 15 January 2020 at the Orchard Medical Practice at 1.30 pm.

- 1) Philip, Chair, welcomed members to the meeting and wished everyone a Happy New Year.
- 2) Present: Philip, Dr. Freeman, Rebecca Practice Manager, Gloria, Jean H, Mike, Phil, Val, Giselle, Adele, and Marion.
- 3) Apologies for absence Laurence, Ann S, Sue O, Elizabeth, John P and Christine S.
- 4) Minutes of previous meeting No matters arising.
- 5) Matters arising not on agenda None.
- 6) Christmas Coffee Morning Gloria announced the amount raised was £161. The bank balance now stands at £753.21. The cakes had sold very quickly.
- 7) Roller Screen Philip and Rebecca displayed a very impressive roller screen, advertising the PPG and inviting people to join us. It will stand in reception. The cost was £109.98 and would need to come off the above amount.

Action: Rebecca to put roller screen in waiting area or reception area

- 8) Terms of Reference Review Philip read out the role and remit of the PPG. It was suggested that patients from ethnic backgrounds be described as patients from diverse backgrounds. There was a lot of discussion as to how the PPG could communicate with practice patients. One suggestion was to produce a leaflet with short and open questions about the way forward. Another idea was for members of the PPG to engage in one to one interviews with patients. Action: Rebecca asked for ideas to be sent to her by e-mail.

Action: Rebecca to update the terms of reference changing the above wording

9) Practice Manager's Report.

- Rebecca was pleased to report the TV screens in the waiting area were back on and promoting the PPG Group/showing stats around appointments/patients not attending as well as other healthcare material. It was suggested and agreed about having some wording on the TV screens around if patients would like to talk to a PPG advocate regarding suggestions for the practice they could do.

Action: Rebecca to update the TV screen messages.

- A comment had been made around receptionists listening to patients fully before giving an answer

Action: Rebecca to raise this with reception at the next reception meeting

- Dr Britchford one of our current locums is hopefully going to become a salaried GP with the practice from 1st April 2020, we still have a GP vacancy available though
- Dr West has now gone on maternity leave for approximately 7 months and is imminently due
- We continue to have locums working in the practice who are Dr Suborna Ahmed (female), Dr Pav Heer (male) (although taking a break until mid March), Dr Catherine Barton (female) and a new locum Dr Leon (male).
- We currently have 2 receptionist vacancies being advertised through the NHS bulletin board, we haven't advertised any more widely than that yet.

Date of next meeting Wednesday 19 February 2020 at 1.30 pm.

The meeting closed at 2.25 pm.