

**Minutes of the PPG meeting held on  
Wednesday 16<sup>th</sup> January 2019  
at Orchard Medical Practice 1.30- 2.30**

**Present**

Marion  
Jean  
John R  
Elizabeth  
Sue H  
Val  
Sue O  
Laurence – Chair Person today  
Rebecca Tate – Practice Manager

**Apologies**

Philip  
Ian  
Adele  
Mike  
Gloria  
Keith - Chairman

**1. Opening Remarks**

Rebecca informed the group Keith had been caught up with an emergency and therefore would not be able to attend the meeting. Laurence as Vice Chair kindly stepped in.

**2. Appoint a Minute Secretary**

Laurence asked if anyone would take their turn in taking the minutes, for various reasons no-one offered to do this so Rebecca offered to on this occasion.

**3. Apologies for Absence**

As listed above

#### 4. Minutes of the previous meeting

A couple of name spelling errors were noted, apart from these everyone agreed they were a true and accurate record.

#### 5. Matters Arising not on the agenda

Nil

#### 6. Practice Manager's report

- 6.1 Rebecca reported Dr George had decided to take up other opportunities in urgent care so would not be joining the practice.
- 6.2 Another GP was in discussion with the Partners regarding a salaried position.
- 6.3 Dr Ade would be leaving the practice at the end of February to take up other avenues closer to family & friends.
- 6.4 February Meeting – Rebecca would not be here on that day. Options were offered to the group how they would like to proceed. A decision was made for the meeting to still go ahead and our Assistant Manager, Jayne Mallatratt would step in Rebecca's place.
- 6.5 TV waiting area screens – Rebecca reported the software for the TV screens had now been removed so with the help of the IT Department these could now be reverted back to enable our own information/promotional material to be put back on them.
- 6.6 Rebecca shared some statistics with the group with regard to patients not attending appointments, how many appointments we were offering as well as telephone triage calls stats.
- 6.7 Rebecca reported the foodbank collections were extremely successful as well as the memory tree, patients through this was a lovely idea. Arrangements were made for collections of the goods to be distributed to the foodbanks and the Salvation Army. Jean asked the question about some reading books that were surplus to requirement, asking if such as the Salvation Army took them. It was suggested to have a book table within the waiting area so patients could swap books make a donation for these. All members thought this was a good idea.

**Action:** Jean/other members to bring books in, the practice will set up a table and poster within the waiting area for this to go ahead

## 7. Review of 2018

The group talked through the successes of 2018 and the contributions they had made to the patients and practice over the past year which included:

- The purchase of portable privacy screens – arisen from a patient emergency
- Diabetes Awareness week – speakers came in for the week and chatted to patients giving advice/sign posting
- Summer/Christmas Fayres – successful fundraising
- Flu day – fundraising through teas/coffees & recruiting new members
- Contributed to the patient taxi fund which is proving grateful by patients
- Contributed and supported the home visiting policy of which the practice now triages all visits freeing up clinical time.
- Members felt the staff had worked extremely hard throughout the year with the demands of general practice
- The GP triage service between 8-8.30 in the morning was a huge success which the group supported.

## 8. Plans for 2019

The group then made suggestions of how and what they would like to plan for 2019 of which the suggestions were:

- To continue with the successful fund raising on flu days and throughout the year
- Health promotion/prevention – having a look at National Awareness week's throughout the year and organising awareness events in line with this at the practice – **Action: All PPG members to have a look on the internet for next meeting to see appropriate ones to hold within the practice.**
- Promotion around Medication wastage – something which has been promoted in the past but it was felt could always be re-promoted.
- Promoting Right Place, Right Time – signposting to selfcare/ pharmacies/NHS 111 instead of GP Practices/urgent care

- Signposting information for the GPs within practice – Who is Who? And What do they Do? Update website/ NHS Choices/internally
- Integrated care – What does this mean? Spokesperson to speak to the group around this
- Smear promotion – promoting uptakes/declines
- TV Screens – help with updating these with the right information.
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It was suggested at the next meeting to prioritise the above to work through. The above list was to be taken as a starting point and not exhaustive to anyone who may have new suggestions in the future.

Laurence thanked everyone for attending and felt the group had made some good and worthwhile suggestions and ideas to work through in 2019.

The meeting closed at 2.20 pm.

**Date of Next Meeting: Wednesday 20<sup>th</sup> February 2019, 1.30 pm at Orchard**