

Orchard Medical Practice Patient Participation Group

Unconfirmed Minutes of a meeting held on
Wednesday 18th April 2018 at 1.30pm
at the William IV pub

PRESENT:

| | | | |
|--------------|------------------|----------|------------|
| Keith | Chair | Lawrence | Vice Chair |
| Rebecca Tate | Practice Manager | Ian | – Patient |
| Gloria | Patient | Valerie | – Patient |
| Sue | Patient | Michael | – Patient |
| Christine | Patient | Phil | – Patient |
| Ann S | Patient | Marion | – Patient |
| Anne | Patient | | |

APOLOGIES:

| | |
|-----------|-------|
| John R | Jean |
| Elizabeth | Craig |

1 Opening Remarks

1.1 The Chair welcomed everyone and members introduced themselves.

2 Appoint a Minute Taker

2.1 No one volunteered so the Chair offered to take notes.

3 Apologies for Absence

3.1 Recorded above.

4 Minutes of the Previous Meeting

4.1 These were accepted as a true record.

5 Matters Arising

5.1 PPG Terms of Reference – the Terms of Reference have been updated in accordance with the discussion which took place at the January meeting and circulated prior to the meeting by email. Further copies were available at this meeting. The Chair pointed out that the new Terms of Reference were to be received subject to

ratification at the next AGM.

- 5.2 **Notices** – Rebecca has reviewed the signs and notices regarding extended hours in the evening and on Saturday mornings. A new, eye-catching, pull-up banner was now on display in Waiting Room 1. Rebecca explained that Orchard Pharmacy was independent of the Practice and, therefore, could not be expected to tell patients about whether the Practice was open or not.

This led to a more general discussion about how information is conveyed by the Practice to patients. The Practice has not far off 20,000 patients, ruling out the sending of letters due to cost. Rebecca agreed to investigate a suggestion to add a telephone message to the automatic telephone answering system.

SystemOnline was also mentioned but, again, this is not controlled by the Practice. A separate comment was made about SystemOnline de-registering infrequent users.

Keith offered to add a piece about extended hours to the A5 Flyer that he is creating to advertise the planned Diabetes Awareness Week.

ACTIONS FOR REBECCA

Investigate possible addition of a telephone message to the answering service

Investigate de-registering of infrequent users of SystemOnline

ACTION FOR KEITH

Include information about Surgery hours in next A5 Flyer

- 5.3 **Use of PPG Funds** – A set of portable screens has been identified by Rebecca and she was in the process of ordering them for use in the Practice. The Treasurer will raise a cheque for payment.

- 5.4 **Diabetes Awareness Week** – This has been put on the agenda for next meeting.

- 5.5 **Meeting Dates** – An updated list has been circulated.

- 5.6 **GP to attend PPG Meetings** – Rebecca has spoken to the senior partners and they will try to cover PPG meetings between them, though it was pointed out that due to the timings of meetings it was difficult for a GP to attend at every meeting.

6 Practice Manager's Report

- 6.1 Rebecca said that there was little new to report since the last meeting, three weeks ago. However, one thing of interest was the

latest stats relating to Orchard patients using King's Mill Hospital's Emergency Care department. Previously, Orchard's rating was green (low usage by patients) but was now amber. This was due to several factors but the most notable was the number of young people self-presenting for mental health issues. A general discussion then ensued. It was agreed that an "Awareness Event" should be arranged for the Autumn that would focus on mental health issues.

ACTION FOR KEITH
Ensure that a Mental Health Awareness Week is scheduled for the Autumn

7 Diabetes and pre-diabetes Awareness Week

7.1 Keith reminded everyone of the June dates for this event and advised that the local group of Diabetes UK had already committed to taking part and that he was in discussion with the Project Desmond team at the Community Hospital about their input.

7.2 A mobile Diabetes UK van was regularly evident in the surrounding area giving out information and talking to people. The meeting discussed contacting Diabetes UK to see if the van would be available for our event. Siting the van and the likely low footfall could both be problematic. No firm decision was taken.

7.3 The possibility of planning something for the Saturday morning of the Awareness Week was briefly discussed with no firm decision reached.

7.4 Keith explained the need for volunteers during the Awareness Week and asked everyone to consider helping out.

7.5 Publicising the event was discussed including use of the website and social media.

ACTIONS FOR KEITH
Arrange for events each day of the Awareness Week between 9am and 11am in Waiting Area 1
Discuss with Rebecca the feasibility of a Saturday event
Produce the full schedule for the May PPG meeting
Put a volunteer rota on the next meeting agenda
Discuss publicity with Rebecca

Create an A5 flyer for the Practice to promote the Awareness Week

8 Summer Fayre

8.1 A date agreed for the holding of a Summer Fayre – Wednesday 15th August 9am – 11am

8.2 Gloria requested the donation of Tombola prizes to be handed in at Reception.

8.3 Several people volunteered to help on the day.

9 Any Other Business

9.1 Ian urged that we need to take care in the way that we organise Awareness weeks and promote the Practice's services in the waiting areas to ensure that we don't accidentally make patients reveal to others the things that affect or concern them. Patients should be able to obtain information as discreetly as possible.

10 Date of next meeting

10.1 Keith reminded everyone that the next meeting would be on Monday 21st May at 6.30pm.

There being no further business, the meeting closed at 1425

Keith Wallace
Orchard PPG Chair