

## Minutes of the BHGP Patient Participation Group Meeting held on Tuesday 18 August 2015

**Present: Lorna Esterine, Wai Ha Lam, Anne Hetherington, Malcolm Forbes, Gay Lee, Michael Loosley, Jackie Morley, Debbi Scholes, Alex Webber**

**Action**

### **Apologies**

Ed Rosen

### **Introductions**

Malcolm Forbes was welcomed to the group.

### **Minutes of the last meeting**

The minutes were agreed with the exception of the fact that it was felt that 1 hour was too short for future meetings. It was eventually agreed that, subject to the necessary discussions, future meetings would be a maximum of 1.5hrs.

It was also agreed that it is not accurate to say that practice staff are invited to future meetings. Representatives from the practice are essential to the effective working of the PPG.

### **Practice feedback**

There are still some staff recruitment issues but new admin staff members have been recruited.

Dr Mattison has been invited to be a partner and will start in September. The practice is fortunate to get him.

A new salaried position has been offered to Dr Sian Jones and this has been accepted who will work for six sessions a week (3 days)

Dr Blackwell will be going on sabbatical in November.

This and other issues will require the attendance of locums. The practice endeavours to use only know locums.

The practice was not successful in its application for funds from the Prime Minister's Challenge Fund.

The practice is currently applying for an improvement grant. It was agreed by the PPG that this would be used for updated heating in the rear rooms. At a later date, the practice also needs a new roof.

To ensure that the group conforms to the amended Terms of Reference, Dr Wedgewood will be invited to attend the next meeting.

### **Terms of Reference**

The Terms of Reference have been approved subject to the amendments on the attached document being agreed. **ALL**

### **Code of Conduct**

The emailed document was commended by Alex as being really comprehensive. However, a further amended Code of Conduct was not received in time for members to read and absorb before the meeting and the meeting's comments have been made to this unapproved document for final agreement. To save time in future meetings, comments are required to be received by email in advance of the meeting for final approval. **ALL**

Anne and Alex approved the document, subject to amendments discussed.

### **Action Plan**

A draft document is attached for discussion at the next meeting. However, if any initial thoughts are received by email, these will be gratefully received and will be included at the next meeting. **ALL**

Wai Ha said that the PPG needs information about the demographics of the patients and further information about the issues concerning the patients and the practice need to be understood. In response to this request, practice manager Jackie Morley has responded:

**'I was wondering if the group could come up with some specific questions that I could answer. It may be that it would be useful to know how many people we have on specific chronic disease registers but I'm not sure what they (the PPG) would do with the information? I'm updating a practice profile that we give to doctors joining the practice, I can provide that but it won't have everything in detail just background information.'**

It would be useful if members could respond to Jackie's request well before the next meeting so that we can provide her with a comprehensive list of questions. **ALL**

Members agreed with Anne's suggestion that the action plan/vision should form part of the communications strategy. **DS**

Michael suggested that there should be a meeting for all members. Apart from the critical problem of the fact that there is nowhere large enough to hold such a meeting, Alex feels that this should be delayed until we have an agreed action plan.

### **PPG UPDATE**

We are now members of NAPP.

Members need details of login to access NAPP website. Jackie is sourcing these and will distribute **JM**

The LPPG has developed a Gold Standard for PPGs, which was distributed. LPPG welcomes members' comments on this standard to set future good practice. **ALL**

LPPG is currently developing a Toolkit for PPGs. For anyone who is interested, there will be a meeting to discuss this further at 6pm on 24 September at 336 Brixton Road. **ALL**

Malcolm Forbes has identified and forwarded a link including numerous existing NAPP's resources, including a Toolkit, some of which require a login. <http://www.napp.org.uk/resources.html>

### **AOB**

Interested members need to nominate themselves as vice chair. Nominations are invited in advance of the next meeting in order for the appointment to be made promptly. **ALL**

Michael asked about the situation regarding electronic prescriptions. Jackie has looked into this issue and answers below:

**'Regarding how to get a list of medication if you use Electronic prescriptions. I checked with Angela, who deals with all the prescriptions here (along with Tracy, 2 days a week) and she confirmed that you can get a printout via on-line requesting, at the pharmacy or phone us and we can provide it.**

**If anyone is experiencing problems with on-line services, they should phone Angela.'**

This information needs to be shared with all surgery patients.

Please go to <http://www.brixtonhillgrouppractice.co.uk> and click on Prescriptions

It was suggested that the electronic prescription service should also be available for smart phones.

It was generally agreed that the PPG noticeboard needs to be more prominent. This should be reflected in the Action Plan.

The PPG section on the BHGP website also needs to be revised and up dated. You will find the relevant pages using this link. <http://www.brixtonhillgrouppractice.co.uk/ppg.aspx> **ALL**

Debbi also asked how information on the surgery 'tv' screen can be altered to reflect PPG messages.

Jackie confirmed that this is possible but should not affect existing messages. Debbi will look at existing messages and suggest ways other messages can be publicised. **DS**

### **Dates of Meetings for the rest of 2015**

Tues 6 Oct 5:30pm and Tues 15 Dec 5.30pm. It was suggested that, if possible, the December meeting should last just the hour and then interested members could adjourn elsewhere to celebrate the festive season. At this meeting, dates for 2016 will also be decided.