

Mayford House GP Practice

Patient Participation Group

Minutes of meeting held on 24th July 2017

Attendees: PC (Chair), HG, DC, Stephanie King (Practice Manager), Josh Parker-List (Assistant Practice Manager), Linda Lloyd (CCG), Ann MacNamara (HEN)

Apologies: IP, HD, SD, FD

1. CCG/HEN

- a. Linda kindly gave a summary of the role of the CCG and her experiences of PPGs elsewhere, which varies significantly across the 22 practices in the area.
- b. Linda introduced Ann Macnamara, who is the local representative for the Health Engagement Network (HEN).
- c. Their email addresses are:
 - i. Linda – linda.lloyd4@nhs.net
 - ii. Ann – Hambleton.hen@nhs.net
- d. There are currently 39 HEN members who are registered patients of the Mayford House Practice (including Helen and Della). It was agreed that this may be a useful source for potential new members of the PPG and/or form part of a virtual group to widen engagement. Linda agreed to provide contact details.
- e. DC asked if anyone had details of the possible closure of A&E at the Friarage, after 9pm. (Post Meeting Note – Linda has confirmed this is not the case and there is no change to current A&E opening times. It remains a 24/7 service).
- f. There was a general discussion on the process for responding to NHS Consultation documents. Going forward, it was agree that SK should identify and circulate such documents to the Group, to allow comments to be passed back to the Practice.

2. CQC Audit Summary and Actions

- a. SK confirmed that revised processes now in place and being implemented.
- b. Intention is to engage more closely with CQC. Likely to be invited back around November, prior to the next scheduled audit – to demonstrate commitment, improvement and progress.

3. PPG Group

- a. Agreed that, in the first instance, the HEN group to be targeted to identify new members of the PPG. Hopefully this will broaden the make-up of the group to allow it to be more representative.

4. Virtual PPG

- a. J P-L circulated details of Practice population email and SMS statistics.
- b. Key points to note:
 - i. Only a small increase in the number of emails and SMS consents since May.
 - ii. Some 826 patient emails addresses (8.4%) currently available.
- c. Whilst the % figure is small, It was agreed that 826 represented a reasonable number and worth contacting via email.
- d. Agreed that PC to draft out an email, to be circulated to all patients whose email addresses are held. Objective to make patients aware of the PPG, provide a contact, and identify those who would be willing to be used as a 'sounding board' for ideas/views etc.

5. Other Business

- a. Practice web site:
 - i. No change to the web site to date, principally due to resourcing constraints within the practice.
 - ii. General view from the Group was that it does require refreshing.
 - iii. SK agreed to determine if any PPG 'ring fenced' funding was available within the practice. Other potential sources of funding to be identified.
 - iv. In the short term, J P-L to identify ways to raise the profile of the PPG on the web site. As a minimum, to include contact details, list of Members and Minutes of meetings. PC to liaise with J P-L.
- b. A patient questionnaire is to be progressed, by around November 2017. SK to circulate questions in due course, though it was acknowledged that some degree of consistency was required with previous surveys.
- c. SK informed the group that the Practices' BT system should up and running within 2 months.
- d. PC informed the group that HD had unfortunately resigned from the PPG, for personal reasons. PC had thanked HD for her input and wished her well for the future.

6. Date of Next Meeting

- a. Monday 11th September: 18:30