

Mayford House GP Practice

Patient Participation Group

Minutes of meeting held on 2nd October 2017

Attendees: Paul Cornfoot (Chair), Stephanie Connolly, Josh Parker-List, Helen Greaves, Faye Dunhill, Su Dixon, Linda Lloyd (CCG), Ann MacNamara (HEN)

Apologies: Ian Parminter,

1. Actions for the Previous Meeting

- a. It was agreed that a GP should attend the PPG meetings. Subsequently confirmed that Dr Mitford will attend.
- b. Linda confirmed that it wasn't possible to directly provide email addresses of the 39 HEN members who are registered patients of the Mayford House Practice. However, Linda has kindly offered to ensure that every opportunity will be taken to inform HEN members of the existence of PPGs and how they might get involved.
- c. PPG details have now been included on the Practice web site.

2. CQC Audit Summary and Actions

- a. SC confirmed that revised processes now in place and being implemented.
- b. Training matrix prepared and extended.
- c. CQC likely to audit in January or May. General view is that the current position is a demonstrable improvement compared to the time of the previous audit.

3. PPG Group

- a. The HEN group will still 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.
- b. Agreed that a more direct approach was required, targeting key groups:
 - i. Mencap: Stephanie to action via GPs
 - ii. Alzheimer's: Stephanie to action via GPs
 - iii. Hambleton Carers Association: PC to make contact
 - iv. North Yorkshire Connections:

4. Virtual PPG

- a. PC to obtain an email address for the PPG. Subsequently obtained as follows: mayfordhouseppg@gmail.com
- b. Whilst the % figure is small, It was agreed that 826 represented a reasonable number and worth contacting via email.
- c. PC has drafted 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. J P-L and Stephanie to send out the email.
- d. Stephanie to continue to find ways to increase the number of patient emails (eg slips in reception, use of the electronic screen).

5. Other Business

- a. The patient questionnaire to be circulated by J P-L and comments to be forwarded to Su, who will co-ordinate. Agreed that the questionnaire should not be tied to the previous format, but be made fit for purpose.
- b. It was agreed that the dates of the next 12 months of meetings should be diarised and key objectives identified – PC to draft.
- c. It was also agreed that the group's Terms of Reference should be defined - PC to draft and circulate for discussion prior to the next meeting.
- d. Stephanie mentioned that some changes were taking place in relation to dispensary and reception staff, which may result in some short term issues, though will be an improvement in the longer term.
- e. PC informed the group that Ian Parminter had unfortunately resigned from the PPG, due to other commitments. PC had thanked Ian for his input and wished him well for the future.

6. Date of Next Meeting

- a. Monday 11th December: 18:00