

## Ainsdale Medical Centre

### Patient Participation Group Meeting Thursday 15<sup>th</sup> September 2016

#### Agenda

1. Apologies
2. Minutes of the last meeting taken from the email sent out and matters arising
3. The web and how we should use it.
4. NAPP and access for members and staff of the surgery.
5. Dates to be confirmed and themes for next twelve month meetings.
6. Production of a constitution (please look at the suggestions on the NAPP website)
7. Any other business.

#### Present

Chair: David Waugh

Practice Clinical Representative: Doctor Stuart Bennett

Practice Administration Representative: Paul Ashby

Secretary: Gill Mayren

Members: Kenneth Lowe, Barbara Jones, Paul Ellis, Roy Connell, Jean Washbourne, Ian Watson, Rodney Dykes, Roger Exley, Helen Graham

#### 1. Apologies

Roger Grand, John Ledwich, Eddie Thompson. Carina Bayliss requested to be taken off the members list.

#### 2. Minutes from the last meeting and matters arising

It was commented upon that getting the minutes out quickly after the meeting last time was beneficial to members reading and checking the record while it is still relatively fresh in everyone's mind.

We have a full complement of people prepared to help out at the flu clinics which means we will have members present for both days. HG said she would also be able to cover one of the clinics.

#### 3. The Web- How we should use it - Who monitors it and who can access it

We now have a PPG website set up although there is nothing on there yet. This will be a good way of trying to reach more people, especially young people. One member would need to monitor this; DW would be happy to take this on. The website could be used as a resource for patients of the practice to give advice to other patients but this would need careful monitoring – would need to verify that they are actually patients of the practice and review comments before publishing on the site.

Suggestion to use the friends and family questionnaire at the flu clinic to ask what patients would want on the website. *[ added by Paul after the meeting – the content of the Friends and Family survey form is dictated by the NHS national programme – there is nothing to stop using an additional form to capture feedback on what patients might want from a PPG website.]*

It was suggested we could advertise our speakers on the site.

DW stressed that the important thing is to get the website off the ground and look for more advanced developments such as user forums in the future. PE stressed that most things are technically possible but we need to settle on what works and what patients find valuable. He can monitor traffic to the website. PA added that the new practice website also has the feature to monitor the number of unique visitors for the first time.

#### **4. NAPP and access for members and staff of the surgery.**

Username and password confirmed: [ppg@ainsdalemcpatients.org.uk](mailto:ppg@ainsdalemcpatients.org.uk) bluesheep72

DW has been looking at the content on the NAPP site to identify future development opportunities for our group.

DW is trying to liaise with other PPG and has found out that many in Sefton are not active and that Formby is the most active – including open meetings and business meetings.

A possible virtual group may be a good idea to attract new members and create new ideas.

Could a PPG member form a relationship with Healthwatch? Diane Blair local Health Watch Manager. KL very keen to make sure we develop a good relationship with Healthwatch so we can make the most of the work they already do. He feels the PPG should be a Healthwatch community champion – [background information on Community Champion scheme](#).

The local representative – Betty Bonner – will be at the Health Fair and Diane may also be there. It's a good opportunity to say 'hello' and initiate some discussions.

#### **5. Dates to be confirmed and themes for next twelve months meetings**

Thursday November 17<sup>th</sup> 2016

Thursday January 5<sup>th</sup> 2017

Thursday April 27<sup>th</sup> 2017

Thursday June 29<sup>th</sup> 2017

Thursday September 14<sup>th</sup> 2017

Thursday November 16<sup>th</sup> 2017

Discussion on who to invite as a speaker for the next meeting on the 17<sup>th</sup> of November; suggestions of either Gill Brown Lay Member for Patient Engagement on the CCG governing body and formerly Chief Executive of Health Watch Lancashire or Susan Lynch head of medicines management for the CCG; Paul to arrange. Another suggestion for future meetings was for our nurse practitioner Penny Bailey to give a talk on her role within the practice.

## 6. Production of a constitution

DW feels that we should have a constitution which should also include a provision for an Annual General Meeting – though the group felt that if managed properly an AGM could be conducted very quickly. DW highlighted some options for constitutions that are shown on the NAPP website.

PA referred to an earlier Terms of Reference (discussed and agreed at July 2015 meeting) which should be the starting point – we shouldn't 're-invent the wheel'.



Microsoft Word 97 -  
2003 Document

KL stressed the importance of acknowledging Healthwatch in the Constitution/Terms of reference.

JW raised the point of having fixed terms for membership/Chair - a year for example – so potential volunteers would not be put off by the worry of entering an open ended commitment.

Paul suggested we could dedicate one page of the twice-yearly Practice newsletter to PPG matters. There is a PPG dedicated section of the main noticeboard in Reception but there isn't much on it at the moment.

## 7. 7. Any other business

- Paul circulated and quickly went over a short practice update ( attached below)



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- Reminder to all members to sign in at reception whilst attending the PPG meeting.
- Ainsdale Churches Together Dementia Support Group Mental Health Day was confirmed to be in October; invitation only. JW will attend.
- David to confirm all members email addresses and receipt of emails as some members are either not receiving or receiving twice.
- It was agreed to close down the PPG google group as this was not effective.
- Practice website has been upgraded.
- Pulse checks will be done during the flu clinics. Name badges have been ordered for PPG members to wear at the clinics. PPG stand/table will be in the tea and coffee area. Suggestion to fill in the friends and family forms on patients behalf in order to get more responses as we have only received 13 responses in the past 9 months compared to 200 responses at last year's flu clinics. PPG banner should be arriving 16.9.16. [ It has arrived]
- Shingles vaccines cannot be given at the flu clinic as access to medical records is required by the nurses. Eligible patients will be sent out letters inviting them for a shingles vaccination.
- As yet we still have no confirmed date for the CQC inspection but are still working on regulatory requirements and are reviewing published reports for other local practice.

**Next meeting Thursday 17<sup>th</sup> November 2017 at 6.30pm**

( early apologies received from Ken Lowe and Ian Watson)