

Ainsdale Medical Centre

Patient Participation Group Meeting Thursday 29th June 2017

Present

Chair: David Waugh

Practice Clinical Representative: Doctor S K Bennett

Practice Administration: Paul Ashby

Secretary: Gill Mayren

Members: Roy Connell, Rodney Dykes, Barbara Jones, Ken Lowe, Helen Graham

Apologies: Jean Washbourne

1. Minutes from last meeting and matters arising

Welcome from DW. RD mentioned that he had not received the email re dates of the next meeting which was sent 13.6.17. No other matters re last meeting.

2. AGM & Appointment of new Chair Person

Date for AGM agreed for Thursday 28th September. DW will email details out to all members regarding the appointment of a new Chair person.

DW found some examples of other PPG's AGM agendas online which were handed out to members with tonight's agenda. Other PPGs linked their AGM to another activity; the group thought this was a good opportunity for generating interest in the PPG. One practice invited their longest serving GP to do a talk on how General Practice has changed over the years. The group thought this might be of interest to the older generation but not to the younger generation. Suggestion to maybe invite a couple of our GPs to do a short talk on the past but also the general landscape of how a GP surgery works.

PA asked the question, 'Why do we want more people to come to the AGM?'

-To spread the word on how the practice is doing

-Accountability

3. Flu Clinic

DW passed round a leaflet from another surgery as an idea for our flu clinics.

Some members thought the Friends & Family questionnaires worked well last year. Suggestion to make this year a less formal approach; chat to patients and listen to them, questions along the line of; what do you want from the surgery? What do you not like about the surgery?

Who will design this survey if we decide on a survey this time?

Advertising will be needed for the upcoming public meetings and AGM. It was agreed to put together a poster/leaflet to include a picture of the surgery.

4. Speakers

Suzanne Lynch, the meds management lead is more than happy to come and speak; date to be arranged. Justine Shenton from Sefton Pensioners Advisory Service confirmed she can come and speak at our November meeting. DW to confirm date. It was agreed to make these public meetings

and hopefully this would enable us to attract new members. It was thought that these meetings would be of interest to patients, especially the one regarding local pharmacies.

5. Engagement Ideas

The group, and patients need to know what the idea of a PPG is? The eyes and the ears of the patients using the surgery.....

Ideas for leaflets/posters:

- We would like to hear your views
- Have your say

Twitter account, Facebook account which could possibly target under 25's. HG offered to look into this. PA also offered to put something on the surgery Facebook account to see if he could recruit any under 25's.

One of our other target groups would be patients in nursing homes as Southport has one of the highest numbers of nursing homes.

DW has looked at other PPG websites; one hadn't been on their site since 2014, one added their minutes on to their website and their yearly plan which could be a good idea for us. Another had added an application form for patients to join the PPG. It was noted that our website isn't doing so well, plus it needs updating regularly to spark interest. Chapel Lane surgery apparently go out in to the local community to engage with people, rather than having meetings at the surgery. Local charities may have groups we could attend. The Arion won an award for 'Engage with the Community' – suggestion of arranging something there or maybe toddler groups. We must be aware if this was to happen it may create a demand for people wanting to join the practice. PA asked what Health Watch views were of 'virtual only' PPG meetings; not good was the response.

6. AOB

As w/c 19.6.17 was PPG Awareness week, it was agreed at the previous meeting that members could attend the surgery one morning to represent the group. DW attended one morning and reported that his time spent in the waiting room was 'eye-opening' and was a good 'sales pitch'. A few patients knew about us and a lot didn't. Everyone questioned loved the new telephone queuing system; PA has had no update re date for SMS implementation as yet.

RC asked that as we only have a third of patients mobile numbers how are we going to capture more; at every contact we could verify the patients mobile number, add a message to our phone line to the effect of 'have we got your up to date telephone number?', message on Patient Access, add to noticeboards, add to website, could be added to the new information screens.

PA explained the Patient Access joining process to the group.

A DNA (Did Not Attend) meeting/group met up at the surgery on 21st June which included PA, members of the PPG and some patients. It was felt that it was very uplifting to have that element of engagement with patients and PA felt that we should do again. A lot of experience was gained from the meeting and it was felt that it would be beneficial to have another. An evening meeting may be better next time to offer more flexibility for patients - an idea to make it clear to patients that they only need attend one meeting and do not have to join the PPG.

Next meeting: Thursday 7th September 2017 – Flu clinic planning