

## Ainsdale Medical Centre

### Patient Participation Group Meeting Thursday 14<sup>th</sup> September 2017

#### Present

Chair: Roy Connell

Practice Administration: Paul Ashby

Present : Paul Ellis, Roger Exley, Barbara Jones, Ken Lowe, Helen Graham, Ian Watson

Apologies Received from Jean Washbourne, David Waugh, Roger Grand & Doctor S K Bennett

#### AGENDA

1. Apologies
2. Minutes of the last meeting – forwarded previously
3. Matters arising from the minutes.
4. Ainsdale Healthwatch Fair / Flu Clinic
  - a. Decision if the PPG wish to participate & how they do so.
  - b. Organising manning the stand if we do participate.
  - c. Monitoring information collected.
5. Role & future of the PPG – I suggest visiting the NAPP website prior to the meeting for good practice and development strategies. <http://www.napp.org.uk/bbp.html>
  - a. Forming an active group to liaise with patient body.
  - b. Should we remain as we are or be more independent from relying on surgery for organisation?
  - c. Maintaining liaison with Healthwatch & other NHS bodies.
  - d. Use of media (web & facebook)
  - e. Gaining a chair person and recruiting members.
6. AGM meeting on 28<sup>th</sup> September 2017
  - a. David Waugh will chair the meeting, produce an Agenda, and send it out by 21<sup>st</sup> Sept.
  - b. We will have two members of the practice outline its work and development and the patient body has been invited to attend.
7. A.O.B.

## 1. Apologies

Received from Jean Washbourne, David Waugh, Roger Grand

## 2. Minutes from last meeting and matters arising

The minutes from the last meeting have not been published. PA aware of some issues and will chase up and distribute ahead of the AGM on 24<sup>th</sup>.

Paul explained that as this was an additional meeting in the calendar to help plan for the flu clinics and AGM Dr Bennett felt that his attendance was not necessary and sent his apologies.

## 3. Matters Arising

N/A

## 4. Ainsdale Healthwatch Fair / Flu Clinic

Paul proposed using the flu clinics as an opportunity to survey patients about the use of technology specifically IVR phone menus and SMS which are both important and recent developments.

**Decision: Agreed.**

He passed round a draft survey for consideration. Some suggestions for improvement including making shorter, including the questions 'would you be interested in following the PPG on Twitter and/or Facebook) and also the question 'do you use a smartphone – Yes/No/DontKnow'.

**Action : PA to update and recirculate.**

It was suggested that we could use the same survey within the practice waiting rooms in order to get the opinions of other parts of our patient demographic – the flu clinics are mainly over 65s.

Paul also explained some of the usages of MJOG for SMS which is proving very successful and has applications far beyond the original purpose of appointment reminders. Ken highlighted that dentists also use automated voicemail messages and wondered if that was something Ainsdale Medical Centre. PA replied that it was possible via MJOG and we would keep an open mind about how to evolve the use of MJOG once we had SMS messages settled down and working well.

Barbara noted down offers to man the stand and handout/collect the survey at the flu clinics. PA to send to David to co-ordinate and also to put out a Facebook appeal for other helpers as we are a bit short of manpower to cover all times on both days.

[agenda sub item not discussed : Paul will coordinate the collation and analysis of survey results]

## 5. Role & future of the PPG

It was commented on by a few members that this link was very informative.

<http://www.napp.org.uk/bbp.html>

General discussion amongst group on the need for new members. The recent SMS message had the effect of prompting a couple of people to stand down from the group which is now a core of ten people.

It was generally agreed that we have to strike a balance between finding people with different age/interests from our core group without turning people away if they volunteer. It was recognised that with social media and SMS we have much better ways of appealing to patients to get involved in the group and we can target specific groups more effectively than we have in the past.

It was agreed that whatever the size and make-up of the group the vital thing was to achieve clarity of purpose. PA said that any more than three objectives would probably be too many and the group should decide what those key objectives should be. This decision to be made at the AGM.

Ken stressed the importance of liaison with the Healthwatch Champions to develop connections with other practices and the local healthcare system. [Healthwatch Champions](#).

This could be one of the 3 key objectives if the group felt it was important. Education of patients on healthcare matters was another suggestion. **Action :PA to go back to the original terms of reference to identify the original objectives and add any further ones to create a 'pick list ' for the AGM.**

Ken asked what the Partners wanted to get out of the PPG. **Action PA discuss with Partners to respond.**

Helen has created a Twitter account @Ainsdale\_pts and Facebook page for the PPG and will liaise with Paul Ellis as she gets them off the ground to ensure that the activity is complementary to the PPG website.

#### **6. Next meeting - AGM**

Will be on 28<sup>th</sup> September. SKB will present on the history of the practice and future developments..

#### **7. AOB**

Roy reiterated the call for volunteers to be chair/deputy