

**PATIENT PARTICIPATION GROUP
TUESDAY 5 SEPTEMBER 2017 FROM 1830**

MEETING NOTES

In attendance:

Clive Green
Tony Wright
Ruth Hunter
Mary Hand
Linda Walters
Rosemary Lloyd
Kate Sanders
Glenys Bower-Macer

Chair
Deputy Chair
Treasurer

Don McGeorge

Secretary and Practice Manager

Apologies:

Carol Bevis
Paula Tippler
Mark Underwood
Stephanie Franks

1. The Chair welcomed Glenys to her first meeting.
2. **Notes of the Previous Meeting held on 4 July 2017:** It was agreed that the notes of the previous meeting were an accurate reflection of that event, and Don circulated a letter of appreciation for signature by the group for Dr Beet, who would be leaving the practice at the end of September. There were no other items carried over, other than those already on the agenda for further discussion.
3. **PPG Surgeries:** Clive and Tony had attended the surgery in early August to drum up support for greater involvement and education with regard to the role and function of the Group, with some limited success having been supplied with 4 new email contacts. However, they were asked to discontinue by Don following some minor complaints from 3 patients who had made it known that they were attending the surgery because they were ill, and did not appreciate being approached whilst attempting to gain access. This was discussed at length, along with different techniques and approaches that might be used in future canvassing work but, in general, there was absolutely no reason for this vital work to stop.
4. Linda and Glenys would be continuing this work on Friday 8 September, from 09-1100 and would consider a different approach on the day.

5. It was agreed that the aim of these exercises was not to obtain new members to the Group as it was already fully subscribed, but to gain interest and information that would allow contact between the Group and the patients via email. Don felt that the key to success with this approach would be to establish contact with the patient as soon as possible after they had expressed an interest, and it was agreed that any contact details received would be passed to Clive as soon as possible.
6. **Website Presence and Expansion:** Tony gave a briefing in relation to the current state of the PPG website and how it was now completely live, but still in need of further links and content from amongst the group. A full bodied discussion ensued, and it was agreed that all would provide input to Tony for inclusion in a Newsletter for circulation to interested parties.
7. **Overseas GPs:** Don advised of the recent arrival of 2 new Salaried GPs (Drs Grela and Margaritescu) and explained that their role was initially one of integration eventually leading to a full-time practice role.
8. **New Nurse Practitioner:** Don was pleased to advise of the recent appointment of a further Nurse Practitioner (Sarah Hornby-Smith) who had joined from another local practice to bolster our Acute Appointments team.
9. **Healthwatch (Standing item):** Two items were raised at the last feedback, both of which related to access for routine appointments and were dealt with appropriately.
10. **The Respite Association:** Clive highlighted the need for volunteers to join this association, details of which are on their website.
11. **Diabetes Events:** Clive drew attention to several local events and also suggested that this would be an ideal topic to feature in the PPG Newsletter.
12. **Pilgrim Hospital:** Clive brought up the recent further publicity surrounding Pilgrim Hospital having gone back into Financial Special measures, and its potential to also remain in CQC Special measures. This was discussed at length as the view was that Pilgrim was the practice's and patients' Hospital of choice when, in point of fact, it has gone more and more towards Peterborough since the new hospital was opened. The issues at Boston were however noted.
13. **Patient and Public Council:** Comment on this has been held over until the next meeting, as there was some confusion over Clive's interpretation of events, and these will be clarified at the next meeting.
14. **The meeting closed at 2005**

THE NEXT MEETING IS SCHEDULED FOR TUESDAY 7 NOVEMBER 2017