

PATIENT PARTICIPATION GROUP MEETING – TUESDAY 5 MAY 2015

MEETING NOTES

In attendance:

Tim Barzycki	Chair
Joolz Wright	
Annette Chapman	
Mark Underwood	
Rita Mitchell	
Linda Walters	
John Marriott	
Don McGeorge	Practice Manager

Apologies

Dr Corlett
Jean Close
Anna Fisher
Sue Dawson
Heather Brookes
Paula Tippler

1. Tim opened the meeting with self-introductions, thanking all for attending and welcoming Annette Chapman as a new member of the group.
2. **St Barnabas Lincolnshire Hospice:** Ruth O'Melia, Community Liaison Manager for St Barnabas gave a short and very interesting presentation in relation to the work of the Hospice, dispelling some commonly held views with regard to the work of the hospice and their raison d'être in the process. It was agreed that a copy of the fuller presentation would be circulated to all PPG members, and that appropriate links would be made on then practice website and tickertape video screen.
3. Notes of the Meeting of 7 April 2015 and matters arising from them:

The notes had been circulated in advance of the meeting and the following points were updated:

- a. **CQC Update:** Don advised that he was aware that the report was now in the system, but he had yet to see it. (**Post Meeting:** This has now been received and we have some areas that require rectification, and will necessitate another inspection within 6 months. More details at the next meeting.)
- b. **Friends and Family Test:** It was highlighted that the Group had not provided any support to this in March, or April, and subsequently feedback had been disappointing. (**Post Meeting:** In April, only 1 response was received)

- c. **Directory of Services – Lincolnshire:** Tim had forwarded a link to a comprehensive database of Services provided throughout Lincolnshire and this had now been uploaded to the practice website.
- d. **Carers Support Partnership:** Don had contacted Clive Yates, who confirmed that he would be able to attend the PPG June meeting to make a presentation.
- e. **Carers:** It was confirmed that there was now a new and comprehensive section on the website that covered most of the issues faced, or of interest to, those in the caring role. It was also confirmed that the practice had a robust process in place for identifying and assisting patients in similar roles.

4. PPG Awareness Week:

It had previously been agreed that the practice would host an awareness day for the PPG on Friday 5 June, and it was decided that this would take the format of an opportunity to promote both the Friends and Family Test, and also provide some information in relation to the work of the PPG and – in the process – interest new members if possible. It was felt that this would be best served through concentrating on 2 specific times of the day – 0930 to 1130, and 1400 to 1530, as these tended to be the busiest times. It was agreed that teams of two would be required for each session and Mark, Rita, Joolz and Anna (in absentia) agreed that they would be available.

It was requested that all members of the group e-mail Tim to advise of their availability and a plan would be pulled together accordingly, including the development of a smart flyer to hand out to patients in relation to the PPG.

5. Forthcoming Events:

Dates for diaries were agreed as:

- a. 2 June 2015 – Short talk by Dr Khan in relation to being a Teaching Practice
- b. 5 June 2015 – PPG Awareness Day at the Practice

THERE BEING NO FURTHER BUSINESS, THE MEETING CLOSED AT 1900

DATE OF NEXT MEETING:

1830 TUESDAY 2 JUNE 2015