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## Billesdon Surgery

### Patient Participation Group (PPG) Wednesday 2<sup>nd</sup> October 2019

#### Minutes

**Present:** Diane Stubbs (DS)(Business Manager), Julie Smith (JS)(Practice Manager), PPG Members Charles Bagshaw, Jean Astill, John Dyson, Rita Chauhan, Susan Rowe, Susan Hart and Barbara Johnson Barbara Johnson Chair of PPG Market Harborough and The Bosworth Partnership.

1. **Apologies** – Margaret Hughes, Balvir Bhamra, David Kirkwood, Ian Hill, Janette Stocks.
2. **Minutes of meeting – 1<sup>st</sup> May 2019 reviewed and declared correct.**
3. **Barbara Johnson Chair of PPG Market Harborough and The Bosworth Partnership – presentation, report and information regarding setting up and running a successful PPG. –**

Aspects of a PPG – please see Barbara's information attached

- 1 The Practice's Area defines the nature of a PPG – an inner city PPG will be very different to a rural area
- 2 Constitution – Barbara stressed the importance on having a constitution and that it needed to be welcoming for new member but also make sure that the group wasn't a forum for personal complaints. Barbara stressed the importance of having a Chair for the group.
- 3 Meetings – Market Harborough's meeting our bi-monthly and the dates are pre-set at the beginning of the year.
- 4 Agenda – the agenda is set by the chair of the group with a permanent slot for practice matters – it's important that the PPG is up to date with what the practice is doing.
- 5 Minutes – Market Harborough's minutes are taken by the practice secretary.
- 6 AGM – All patients invited and speakers are also invited to attend
- 7 Recruiting(advertising via church/noticeboards/village and practice newsletters
- 8 Practice Input – It's important that the practice manager attends and a GP attends their Market Harborough meetings
- 9 PPG Activities – Meet and greet the patients providing information to patients and a presence in the waiting room which is something that the Market

- Harborough group do on a regular basis. They also attend outside events e.g. events put on by the CCG (clinical commissioning group).
- 10 Aspects of being a critical friend - Market Harborough members will sit in the waiting room and run through a series of questions and give the feedback to the practice to see if there are any themes or issues that need addressing.
  - 11 National Association of Patient Participation (NAPP) – Market Harborough group are members and find their support useful.

Julie thanked Barbara for coming and for the very useful information.

Actions – Mr John Dyson volunteered to be the Chair of the PPG and Mrs Sue Rowe volunteered to be the Vice Chair.

A draft constitution has been submitted to the practice and will be discussed and adopted at the next meeting.

Diane will look into membership of the NAPP before the next meeting

- 4. Any other Business** – New Staff at the surgery – Dr Sarah Batchelor started in August and works Tuesday, Wednesday, Thursday and Friday and Charlotte Dickens has been employed at the surgery since August as the reception manager  
The first contact Physio has left and there will hopefully be a replacement soon.  
Diane reported that there will soon be nurse appointments available for on-line booking as the practice is required to offer 25% of all bookable appointments via on-line access.

**Next Meeting Spring 2020.**