**PATIENT PARTICIPATION GROUP MEETING**

**DATE: Monday 4 February 2019 18.45 - 20.00 hours**

**PLACE: Oakwood Surgery – Meeting Room Left**

**Present:**

Sheila Ormerod (SO) (Chair)

Andrew Hughes (AH)

Norman Windsor (NW)

Marilyn Bingham (MB)

Pam Stewart (PAS)

Alan Nash (AN)

Jayne Bouch (JB)

John Marsh (JM))

Dr Butt

Carla Tucker Practice Quality Supervisor (CT)

**Agenda item 1.** **Introductions**: Dr Butt and Sue Ready were welcomed to the meeting

**Agenda Item 2.** **NIDAS** (Notts Independent Domestic Abuse Service Manager, Sue Ready (SB) was introduced by Jayne Bouch. Members heard useful information about the NIDAS service which has served the Mansfield and Ashfield communities for 30years.

NIDAS offers a family based approach for people affected and / or living with domestic abuse, alongside wishing to safely leave an abuse relationship. NIDAS is self-referring and also supported by GP referrals, as well social services and schools.

Dr Butt commented that it was important that it should be easy for people to access e.g. by tear off strips from posters in toilets etc. SB was able to leave posters with these tear strips and other promotional material for Oakwood use.

CT offered to use the PPG’s notice board, with a focus on NIDAS.

**Action CT**

SO offered to put information in the Woodhouse Warbler; SB to send details ASAP **Action SO**

**Agenda Item 3. Chair’s report.**

SO read her report which was accepted with thanks.

**Agenda Item 4. Election of Officers for 2019**

The current Chair and Vice Chair stood down from their office.

PPG members were given the opportunity to stand for the office of Chair and Vice Chair for the following 12 months. CT asked for nominations.

SO was nominated as Chair by NW and seconded by Dr Butt. The nomination was unanimously agreed.

AH was nominated as Vice Chair by NW and seconded by AN. The nomination was unanimously agreed.

**Agenda item 5** Apologies; Apologies were received from:

Derek Smith (DS)

Gill Auker (GA)

Peter Burrows (PB)

Peter Sutcliffe (PS)

A**genda item 6.** To consider and agree minutes of last meeting. These were agreed to be a true record. Proposed PAS seconded MB

**Agenda Item 7.** Matters Arising. CT explained that the items agreed in the minutes for the Woodhouse Warbler in March would no longer apply as details were still to be decided.

**Agenda Item 8** Reminder networking event. CT reminded PPG members of the Notts Patient, Service User, Carer and Citizen Networking Event on 14th February 2019

**Agenda Item 9.** Fundraising. SO raised the recent suggestions for a raffle to fundraise for medical equipment for the surgery. The working group had met and discussed options. SO strongly emphasised the requirements for help and support from all members, if this fundraising was to go ahead and asked for their views.

JM said that he was strongly against fundraising and did not feel that it should be a requirement in the terms of reference. As such it might deter people from joining the PPG. All members agreed with this viewpoint.

AN, NW and LW all made the point, from experience, that selling tickets was very difficult and time consuming.

SO asked if the PPG members did or did not support the suggested fundraising. They did not and this was unanimously agreed.

CT asked if references to fundraising should (following JM’s earlier comments) be removed from the Terms of Reference. This was unanimously agreed.

**Agenda Item 10. Patient questionnaire**.

CT circulated the draft questionnaire. Members agreed with the questions posed but felt that they needed to be less wordy. CT to amend. **Action CT**

**Agenda Item 11. DNA and FFT**

FFT

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Extremely likely | Likely | Neither nor | Unlikely | Extremely  Unlikely | Dont  Know | **Total** |
| Oct 18 | Mjog | 63 | 13 | 2 | 2 | 4 | 1 | 85 |
|  | Website | 3 |  |  |  |  |  | 3 |
|  | Hand |  |  |  |  |  |  |  |
|  | **Total** | 66 | 13 | **2** | **2** | **4** | 1 | 88 |
|  |  |  |  |  |  |  |  |  |
| Nov 18 | Mjog | 52 | 10 | 1 | 0 | 4 | 0 | 67 |
|  | Website |  |  |  |  |  |  |  |
|  | Hand | 1 |  |  |  |  |  | 1 |
|  | **Total** | 53 | 10 | 1 | 0 | **4** | 0 | 68 |
|  |  |  |  |  |  |  |  |  |
| Dec 18 | Mjog | 37 | 5 | 3 | 0 | 3 | 1 | 49 |
|  | Website | 1 |  |  |  |  |  | 1 |
|  | Hand | 3 |  |  |  |  |  | 3 |
|  | **Total** | 41 | 5 | 3 | **0** | 3 | 1 | 53 |
|  | **TOTAL** | 160 | 28 | 6 | 2 | 11 | 2 | 209 |

DNA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nov 18 | 186 |  | Nov 17 | 194 |
| Dec 18 | 176 |  | Dec17 | 168 |
| Jan 19 | 211 |  | Jan 18 | 183 |
| **Total** | **573** |  |  | **545** |

Unfortunately and surprisingly, an increase of 28, compared to a year ago.

**Agenda Item 12.** **Items for WW March edition**. This item covered in matters arising.

**Agenda Item 13. Re-visit Terms of Reference**. As agreed in item 9 the Terms of Reference will be amended.

**Agenda Item 14**. **National Association for Patient Participation (NAPP)**

It was agreed to continue our NAPP membership.

**Agenda Item 15.** **Items raised by PPG members**. AH was concerned about problems associated with booking in computers at the surgery this morning. Would a notice for patients help under these circumstances?

CT replied that admin staff can rectify the fault immediately they are made aware, so this would answer the problem.

AH queried if the surgery know why FFT results such as “very unlikely” to recommend have been made. CT said this information was not available, as the reasons are often not supplied.

LW asked if on-line or GP made appointments would have a text message reminder. CT said that booking appointments on-line uses a different system, which as a Practice cannot be amended.

JM commented that a local Pharmacy was working towards the Healthy Living Service accreditation.

LW informed PPG that the current 6 CCGs are to be amalgamated into one for Mansfield and Ashfield areas.

**Agenda Item 16.** **Date and time of next meeting**

**The next meeting will be on Monday 1.4.2019 at 13.00 - 14.30 hours.**

**At the meeting held on ————— the above minutes were agreed as a true record**