

## PATIENT PARTICIPATION GROUP MEETING

**MEETING DATE: 20<sup>th</sup> November 2017**

**PRESENT: LT, MK, SH, MHE, EB, MC & TS**

**WELCOME AND INTRODUCTIONS** - we had one new PPG Member at the meeting, which was lovely to see.

### 1. Minutes of last meeting

Recorded as a true record.

LT stated that Dr Cawthra who regularly attended our meetings no longer works on a Monday and she was going to ask Dr Kumar to join us. Some of the PPG were aware of Dr Kumar and thought it was a great idea.

One member asked how many people of our practice population were registered online. LT said as little as 12% and that we needed 20% by the end of March in line with what the CCG recommended. LT mentioned that the last time members of the PPG came in and offered their time to get people registered it was a success and one member thought that maybe we could do a promotional week for this. SH mentioned that she has some balloons and banners for this and MK suggested maybe using the corner of the room where we had Macmillan Coffee Morning. One PPG member offered their time for this, but another said they would be happy to do it along with a member of staff.

**Action:** Any offers of support from PPG Members would be appreciated, staff members will also support.

**Action:** Dates to be confirmed and confirmation sent to members once agreed.

### 2. PPG Vision

LT talked to the group about the Practice Vision and explained that in a recent ALL Staff Meeting the staff including GP's had broken out into groups and put down their vision for the practice and what ideas they had for services that we could potentially investigate offering to our patients.

LT explained that moving forward she would like the PPG to play a much bigger part in driving the practice forward and whilst it was only a small group of people who had attended today, LT was confident that they would support the practice and play a part in the success of the practice.

**Action:** To continue to promote membership of the PPG in surgery to attempt to increase membership.

LT also asked members to write down their vision for the practice on a post it note and also any ideas they had that they would like the practice to possibly offer in the future.

**Visions for the practice:** To offer complimentary therapies (massage, hypnosis & mindfulness), recognise change and embrace it, to see patients take a more active role in the community and to be the best practice in Leeds.

**Ideas for the practice moving forward:** 12 week programme of therapies, PPG fundraising, memory café, physio first and receptionist triage was also mentioned which means that people who would usually book in to see a GP and then get referred to physio, could book an appointment with a physio which will be much quicker and the triage will not be receptionists deciding if you can see a GP or not, but possibly signposting you to see a nurse or physio instead which would be much quicker.

LT would like MK to write/email other members who weren't at the meeting to ask for their Vision for the practice and ideas to offer different services to patients and move the practice forward.

### 3. PPG Course Overview

MC mentioned that he had been to many of the PPG events recently and found them to be much focused on CCG directing PPG's to follow the course of action they advocate and not think for themselves.

MHE mentioned that he the First Annual PPG Event was too laborious and full of acronyms so not aimed at the general public as such. He mentioned the slide show was difficult to read as only one screen for a large room. MK and SH agreed and thought it was too drawn out and the people speaking from other PPG's in the area were "cherry picked".

**4. Action to move PPG Forward**

LT would like our PPG to step up and get more involved with the practice. MK to email/write to members for their Vision and Ideas.

**5. AOB**

Ran out of time.

**6. Date and time of next meeting. - 29<sup>th</sup> January 6 p.m.**