



# St Thomas Medical Group

St Thomas

Exwick

Exeter University Student Health Centre

## Patient Participation Group (PPG) meeting 2.11.22

### Minutes (by EG)

#### Introduction by Dr Emma Green

#### Role of this group

- to be a 'critical friend' to the practice
- Advising the Practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy
- Ongoing communication with the patient population

#### Contractual requirement for every GP practice to have a patient group

- To develop and maintain a PPG for the purpose of obtaining the views of patients and enabling the Practice to obtain feedback from the Practice population on services delivered by the contractor
- To make reasonable efforts for this group to be representative of the Practice population
- To engage with the PPG at a frequency and in a manner agreed with the group
- To review patient feedback whether from the PPG or other sources – FFT, patient surveys etc. with the aims of the Practice and PPG agreeing improvements that could be made to services
- To act on suggestions for improvements, where the Practice and PPG agree

#### New beginning post-pandemic

This group to initially be the steering group. Ultimately looking for a group which can run itself through a committee. Traditional roles on committees are :

- Chair
- Vice-chair
- Secretary
- Treasurer
- Communications
- Other members

There are plans to appoint a **PPG co-ordinator** – for maybe 1-2 hours a week to organise meetings, collate information and oversee communication channels/delegate to others. This has

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Exeter  
EX4 1HJ  
01392 676676

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Exwick  
EX4 2AD  
01392 676676

Student Health Centre  
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Reed Mews, Streatham Drive  
EX4 4QP  
01392 676606

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the potential to be a paid role funded through the NHS. It has been offered to practice staff but with no success.

The other roles on the group would unfortunately be unfunded.

### Generation of ideas / project work

This was discussed and the below questions could be considered in this context :

- What matters to me?
- What matters to those in my community?
- How can we make a difference?
- How do we work in partnership with the practice?

### Main discussion

With any group and projects in progress, **communication out to patients** was the main issue raised and discussed.

The group felt that those without IT access are particularly disadvantaged, as well as those not confident to use texts and don't have smartphones. Posters in the practice are only seen if people attend, and with phone calls and direct prescriptions, people have no need to come in these days.

EG explained that the practice can't afford to print thousands of fliers / newsletters to distribute to peoples' homes, but could print off a few for display in certain places. The social prescribing team (Denise, Simon and Karen) would also be a good way of getting information to people.

The group discussed therefore using existing methods of communication to promote practice and community services and events.

These included

- Noticeboards
- Fliers in supermarkets/pharmacies/churches/libraries
- Having a dedicated page on the Practice website for Patient Group notices/news
- Fliers slipped into existing newsletters e.g. Pathfinder/ local news

**Information about local services** was exchanged e.g. warm room in the library for the community, council help with funding, local food larders, Facebook pages

The group felt they would need to start with a small **project** and grow from there. An idea for a **collection of blankets and warm clothes** was raised and this was discussed. EG offered a small room in St Thomas (the Friends of St T) for storage, and if this wasn't enough, possibility of using the upstairs room above the library – if we could get permission from ECC for this.

The NHS has a **standard constitution for PPGs** – we should have a look at this

Healthwatch guide :

[Microsoft Word - PPG Best Practice Guide 2017 \(healthwatchcwl.co.uk\)](http://healthwatchcwl.co.uk)

It was felt that the committee would grow 'organically' once the group had a purpose and a small project.

Possibility of locality reps discussed – covering Exwick / St Thomas / 'The Hill'

### How would the group communicate together?

Possibilities for an online forum – there are free software packages – to discuss next time

A separate email address for the STMG PPG was a good idea

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## **Actions for next meeting**

- Group members to 'firm up' ideas for better communication – **ALL**
- Members to think about the time commitments they felt they might be able to make to the group, and the skills they could bring – **ALL**
- To consider the small project of warm clothes/blankets for the winter – **FOR NEXT MEETING**
- To watch out for further information regarding 'awareness weeks', and how to promote these - **ALL**
- Ask Denise Knowles to possibly attend the next meeting to talk about the volunteer driver group and what was involved in this – **EG**
- To set up a dedicated PPG email address for ideas from members – **SHILPA IT LEAD**
- To consider an online forum – **FOR NEXT MEETING**

**Next meeting set for Wed 18<sup>th</sup> January 2023 – in St Thomas Health Centre**

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