

**MINUTES OF THE MANOR PRACTICE PPG MEETING
THURSDAY 4th OCTOBER 2018 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Jo Twist, Sue Kay, Lindsay Higgs, Andrew Pike, Tom Forrester, Eva Dancheva, Cath Bogle, Marie Collins, Julie Miller (PM), Anna Cinar

1. Apologies: Elaine Joyner, Dr Nigel Speak

Non-Attendees: Gordon Barber

Members Resigned: Alison Bownass, Marie Hendrick, Lynne Jackson

2. New Members Introduction

The meeting welcomed three new members – Cath Bogle, Marie Collins and Eva Dancheva.

3. Matters Arising from Previous Minutes

- Minutes of previous meeting approved and signed as a true copy.
- JT asked for an update on extended hours (item 4) – i.e. whether Ashfurlong would continue Monday late sessions and Saturday mornings after funding was to be withdrawn next spring. JM confirmed that once the out of hours service at Ley Hill was up and running (launch date Monday 8th October 2018), the service at Ashfurlong would be carefully audited to see whether numbers decreased or possibly even increased. JM confirmed that NJS was keen to protect Saturday mornings but this was still under discussion as would have to be funded by the Practice if it were to remain available. MC commented that an annual audit for Out of Hours may be more beneficial as the NHS is approaching the busy winter pressures periods and several months of audit results may not give a full reflection of the service, but a full yearly cycle would.
- JT raised the question about whether someone from the CCG was still likely to attend a PPG meeting to discuss the virtual PPG (item 5). JM explained that there were currently a lot of changes going on so this was unlikely in the foreseeable future. However, JM explained that the Practice is in discussion with the website support company who said it may be possible for a link to be added on the website for PPG members to register their details on a contact form, although a disclaimer would need to be added, and then any messages would be passed through to the Practice dashboard and then could be forwarded onto the PPG members.
 - **Anna to liaise with Silicon in this regard**
- AP pointed out that there were still some application forms on reception at Ashfurlong inviting patients to become virtual members.
 - **Anna to ask that these be removed for the time being**
- MC suggested that the PPG have its own email address for direct contact and members also discussed the possibility of setting up a facebook page for the PPG group which would be a closed group so patients would have to be approved to access this. To be discussed at next meeting.
- JT raised the question of DNA figures for the PPG noticeboard (item 6). JM confirmed that she was waiting for the Office Manager to return from annual leave to run the reports and would then email the figures and an average cost to JT. LH said important that patients saw the cost of DNA's. ED asked for confirmation that when texting "cancel" to an appointment that this did get through to the Practice as she had experienced a follow up text message about an appointment she had in fact cancelled. JM confirmed that the messages did get through and cancelled appointments would not be shown as DNA's; however there was a delay on the system to the pre-set text messages hence this still being sent out.

- LH asked about online appointment bookings and whether family members could now use the same email addresses which JM confirmed should be possible.

4. Report from Chair

JT advised the meeting that since the last PPG on 5/7/18, there had been two subsequent sub-committee meetings (17/7/18 and 9/8/18) to discuss improvements to the PPG noticeboards but also discussions were held regarding members' concerns as detailed below:

- Sub-committee felt that it was imperative to have a Chairperson and Vice Chair in post to get the best out of the group and it was agreed that JT and SK would remain in their Acting posts until the AGM on 8/11/18. JT invited members to nominate themselves or others by emailing directly to Anna before the 8/11/18.
- Meeting dates had been confirmed for 2019; however, discussion was had regarding more flexibility to meeting dates, for example whether weekday lunchtime or evening should also be offered for ease of attendance for some members. (See Agenda item 6)
- JT confirmed she had received resignation emails from Marie Hendrick, Alison Bownass and Lynne Jackson and expressed her thanks for their input to date.
- The PPG noticeboards were now ready to be updated and a preview of what they would look like was presented to the group and approved. This included a spider diagram concept of what the PPG was all about and then pockets provided for newsletters and application forms as well as a "coming soon" section for forthcoming events, AGM, etc. Thanks was expressed for the slides that EJ had prepared.

5. Practice News

Staffing

Dr Anish Patel is a locum GP covering Dr Isobel King's maternity leave until the end of 2019.

Dr Chitra Meyyappan, Grade ST3, has joined us for 12 months until August 2019.

Dr Katherine Birse, Grade FY2, will be with us until December 2018.

Dr Fraser Hewett is now on extended sick leave until January 2019.

Flu Vaccines

JM confirmed that two different flu vaccines had had to be ordered in this year; one for under 65 year olds and another for those patients over 65 years. She explained that vaccines had been specifically ordered in for those patients eligible for it and it was therefore important to get the message to patients to take up the offer at the Practice rather than going elsewhere eg, local pharmacies, etc.

6. Future Meeting and Times

MC suggested that meeting dates/times were alternated between an evening meeting one month followed by a lunchtime meeting another. Members agreed this would be sensible and perhaps a Monday evening after 6pm and a Thursday lunchtime 1pm would work.

JT to update dates and let members know.

JT asked members whether they wished to go ahead with a formal meeting in December or have an informal coffee morning/evening meet up instead. It was agreed that an informal social in December would be preferable – date and venue to be agreed.

7. AGM

AGM to go ahead as planned on Thu 8/11/18 at 12.30pm. JT asked that any nominations for Chair or Vice Chair be emailed to Anna (anna.cinar@nhs.net). AP expressed his thanks to SK and JT for their support to date and hoped they would also nominate themselves to continue in this role. JT asked for JM to prepare updated Declaration of Interest forms and Confidentiality addendums to be added to the Constitution.

The sub-committee would review the existing Constitution and JM requested for JT to contact her to arrange a meeting for approval prior to the AGM.

8. Newsletter

The Autumn Newsletter will be re-vamped & draft copy will be sent to the Practice for review.

9. Any Other Business

JT passed round an updated members' contact list for any changes and will update this and send it out to members in due course.

10. Date of Next Meeting

AGM 8th November 2018 at 12.30 pm
