

**MINUTES OF THE MANOR PRACTICE PPG MEETING
THURSDAY 8th NOVEMBER 2018 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Jo Twist, Sue Kay, Lindsay Higgs, Tom Forrester, Cath Bogle, Elaine Joiner,
Dr Mark Forshaw, Julie Miller (PM), Anna Cinar (Secretary)

1. **Apologies:** Dr Nigel Speak , Eva Dancheva, Marie Collins
2. **Matters Arising from Previous Minutes**
 - On behalf of MC, JT asked for an amendment to be made to the previous minutes, point 3, second point and this was noted. **AC amended and updated website accordingly.**
 - JT asked for an update on monthly DNA figures for October. **JM to run a report for October and email to JT for noticeboards.**
 - JT referred to point 6 of previous minutes regarding the need to look into remote access for meetings. **JM advised that there is currently no wi-fi available but this was something that was being arranged.**
 - JT amended point 7 for accuracy constitution to be emailed was changed to contact made with JM to arrange a meeting. **AC amended previous minutes and updated website.**
 - It was agreed that draft minutes will be sent to JT for checking in future before distribution to members.
 - Minutes of previous meeting amended, approved and signed as a true copy.

3. **Practice News**

New IT Systems

JM advised the meeting that the Practice had this week had the new “docman10” system installed which enabled hospital clinical letters and reports to be sent to us electronically and acted on by the GP’s more efficiently.

CCG

JM confirmed that we were no longer under the Birmingham Crosscity CCG but now under the larger umbrella of Birmingham & Solihull CCG which in turn would bring in a number of changes. JM explained that at present there was no wi-fi available in the Practice but that BT had been installing lines this week and this was something that the Practice was pushing for but are in the hands of the CCG.

CQC Inspection

JM advised the meeting that we were due a CQC inspection sometime between January and March 2019, and would be given approximately two weeks’ notice of their attendance. JM expressed her hope for support from PPG members and advised that she had a meeting scheduled for 19/11/18 so would know more after that and relay any information to the group in the New Year.

Patient Surveys

JT brought up the question of patient surveys prior to the CQC inspection and queried how many patients the questionnaire went out to as felt in previous years it had not been an accurate representation.

JM confirmed it was currently being prepared and would be handed out on reception, posted to patients and also asked for PPG input into handing these out in person in the Practice. SK suggested having a box under the PPG noticeboard so that patients could complete and post

whilst waiting for their GP appointment. JT agreed and suggested a rota be organised so PPG members could chat to patients and hand these surveys out once ready. JT asked if the PPG could be advised of the results of the survey. To help set priorities for the forthcoming year.

JM to notify JT when surveys are available for distribution.

4. Newsletter

All PPG members agreed on how impressive the new design newsletter was and the Practice had received positive feedback on it as well. MC sent a message via JT to say that as the template was now set up she was happy for other members to add their input, etc. PPG members agreed that MC had done a great job and were more than happy for her to continue the good work.

CB suggested that members contribute throughout the weeks and months as they thought of items for the newsletter in preparation of the quarterly printout. CB offered to support MC in the preparation of the newsletter. CB suggested an item on the newsletter noting any patient concerns that had been brought up and what resolutions had been agreed. TF suggested the newsletter be added as an agenda item for each meeting to remind members to put forward any ideas for the forthcoming newsletters.

JT to include on future agendas

5. Notice Boards

JT asked for the members' opinions on the new look notice boards and all agreed that this was a great improvement with plenty of information for patients without over-crowding the board. EJ said important to leave some space on the notice board to keep it clear yet informative.

JT asked members for their input into new items to be displayed on the notice boards. TF suggested a poster asking for patients' opinion on whether they would be interested in another health awareness event on dementia/Alzheimer's as this did not go ahead as planned earlier in the year and JT felt it was an important issue that should be the next subject for a forthcoming health awareness event.

CB suggested a poster for the notice board explaining how to order prescriptions on-line. **CB to meet up with admin team to prepare a "Simple Guide to Electronic Scripts".**

JT asked that all PPG members regularly check the notice boards as and when they visit the surgeries, to ensure content is still relevant and up to date.

6. Remote Access to Meetings

JT explained that this was an important issue to be addressed and was concerned that we may lose valuable new members unless we were able to set something up fairly soon.

JM advised that this was a "work in progress" but until wi-fi was connected, this was not something that could be set up and was out of our hands as had to be approved by the CCG and NHS Digital.

JT advised that MC had already set up a PPG member's Skype account and generic email address and asked whether JM was happy for this email address to be used to send out PPG information to virtual members. JM confirmed that information could be sent out this way only to patients who had contacted us and completed the registration form on the website which then gave their permission.

CB raised the question of arranging alternative PPG meetings on a Monday evening as previously discussed. **JT to change the January 2019 meeting date from Thursday 24th January to a Monday evening and let members know.**

7. PPG Website

JT confirmed she had researched a few sites and felt there could be improvements made. She asked members to look at the following websites and pass their comments through for the next meeting:

www.napp.org.uk/affiliationppg - this site offered PPG support nationally. There was a membership cost of £60 pa and £40 pa thereafter.

www.nhsemployers.org

www.patients-association.org.uk – this describes a PPG toolkit and framework that could be adapted for the Manor Practice.

PPG Members to feedback at next meeting

8. December Meeting

The members agreed that they would prefer a social meeting in December and after discussion, it was agreed to meet at 5 pm on Monday 10th December 2018 at Renato, Mere Green.

9. PPG Registration Form

JT highlighted to members that there is now a new registration form on the website for virtual members to join the PPG which gives their permission to receive emailed information. This is where the new PPG email address could be used.

10. AOB

JT asked if anyone was aware of who the Patient Engagement contact was to which nobody was. JM confirmed that she had been in email contact with the CCG comms team and would chase them for an update on a member attending one of our meetings in 2019.

JM to email Jennifer Weigham, CCG Comms & Engagement Manager

10. Date of Next Meeting

Informal get together at Renato, Mere Green – Monday 10th December 2018 at 5 pm
