

Handforth PPG

Minutes of meeting 16th January 2020

Present:	Jenny Pepper (Co-Chair)	Apologies:	Lynne West (Patient)
	Mark Pepper (Co-Chair)		John Palfry (Patient)
	Joanne Morton (Practice Manager)		Caroline Sproggan (Patient)
	Claire Bury (Assistant Manager)		Derek Pay (Patient)
	Dr James Milligan (GP Partner)		
	Ken Scott (Patient)		
	Pat Riley (Patient)		
	Theresa Corrick (Patient)		

Statement from outgoing Chair.

The outgoing Chair (Ken Scott) wished to make a statement at the beginning of the meeting:

“Statement by retiring Chairperson.

Whilst I thanked fellow PPG Members for their support during my last meeting, I was remiss in not thanking the Practice for their co-operation and sufferance!

I would wish to put on record, via these minutes, my thanks for their continued help, support and open-mindedness in their relationship with the PPG during those two years.

I found the first hand information and opinion of a GP Partner and the insightful input from the Practice Manager particularly helpful in us forming a patient-wide understanding and reaction to issues we needed to consider in the many changes affecting NHS Primary Care.

Thank you - Long may it continue.”

The above was followed by a presentation to the outgoing Chair, on behalf of the PPG and the Practice, to thank Ken for his service as Chair for the past 2 years.

John Palfry

John Palfry has notified the PPG that due to his other commitments, he has decided to step down as an active member of the PPG. We would like to thank John for his contributions over the years and wish him well.

Action Points from Previous Meeting

The action points from the previous meeting were covered and are attached to these minutes

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No	Action Point	Action By
1	Forum	
	No external speaker at this meeting	
2	Information of change	
2.1	Information of change	
	For this meeting and going forward, the Chair will produce and distribute in advance of the meeting, a summary of the correspondence received and the action points from the previous meeting(s). This allows everyone to read them in advance and either forward or bring with them any comments or questions, along with any updates to the action points.	
	<p>Chair's thoughts</p> <p>Our actions</p> <ul style="list-style-type: none"> ● We want to continue with a patient led focus for the PPG. ● We are wanting to look at more potential projects from the CCG/Doctors, like the Connect Booklet which came from the loneliness project. ● Looking to grow membership of the PPG and we ask all of you to think about any friends/family members, who are patients of this practice, to talk to them about joining us. We especially would like to increase diversity to replicate our patients' profile. ● Also we intend to visit other PPG's over the next 6 months to gather best practices etc. If anyone would like to come along, then please let us know. <p>Short term goals</p> <ul style="list-style-type: none"> ● Revisit the noticeboard. ● Revisit PPG area on Practice website. ● Newsletter - review the content and the layout. (If anyone would like to assist us, please let us know) ● Tweak our meetings, but lead also from you - What would you like to change or see focus on? ● We want to use stats more effectively, so we will be looking to analyse them before presentation to you. ● We may have occasion to email you individually or as a group, but we need your permission to do so. If you could indicate to us if you are happy for this. 	<p style="color: red;">Chair to plan visits</p> <p style="color: red;">ALL - email consent either way</p>

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No	Action Point	Action By
	<p>Our immediate changes</p> <ul style="list-style-type: none"> ● We will have the Charmain's update issued around a week before the meetings along with a summary of the action points from the previous meeting. <ul style="list-style-type: none"> ○ This way, you will have time to read and digest it and can bring any comments to the meeting along with any relevant questions. ● Minutes - we will introduce a set template. We are happy to do the minutes between us, unless anyone else wants to volunteer to do them! <p>Current Update</p> <ul style="list-style-type: none"> ● Very limited due to Christmas period and changes in CCG's. ● N.A.P.P. Newsletter <ul style="list-style-type: none"> ○ Firstly, does everyone on the PPG get this and read it? ○ There was a request for people who take 5 or more medications to attend a meeting to discuss their personal stories. We have asked regarding the possibility of attending these sort of meetings remotely, as this was in Leeds. ○ National PPG awareness week - 1st - 6th June. This feels like an ideal opportunity to promote our work and look for new members. Claire/Joanne - have we ever done anything around this? ○ Final piece talks about benefits of belonging to the NAPP. Has anyone joined and know what the benefits are? Do we need to join under a group email address? 	
2.1a	The intention of the CHAW (Chelford, Handforth, Alderley Edge and Wilmslow) group is to invite all PPG's within the group to meet together and perhaps form a wider CHAW PPG.	
	Joanne to update Chair when this happens	Joanne Morton
2.1b	<p>Ken expressed a concern as to whether a wider group would take away from the needs of the local practice and also may mean that the practice doesn't always get the best outcome, but rather an outcome that "fits all", but may not be the best for the local practice.</p> <p>Joanne stated that this is not to replace any local PPG's, but to enhance them as perhaps a wider influence on the whole group, or to share any</p>	

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No	Action Point	Action By
	best practices or group-wide initiatives.	
2.1c	A point was raised regarding the time of PPG meetings and whether the 7PM start time works for everyone. (This is especially poignant with regards to gaining other members, as an earlier start (or varied meeting start times) may work). This may be something to consider when we get interest from new members, who may prefer a daytime meeting.	
	Jenny and Mark are to look at the timings of other PPG meetings around the area and make some suggestions	Jenny / Mark
2.2	Current Update	
2.2	Claire to check login details for NAPP website and distribute as necessary	Claire Bury
2.2b	PPG Awareness Week - the PPG have previously taken part in this initiative. The general feeling is that people are happy to help where needed.	
2.3	Building Update	
2.3a	Section 106 monies have been applied for to complete the building works. Meetings are being held w.c. 13.01.2020 and further updates will be supplied following this.	
	Joanne to provide updates at the next meeting.	Joanne Morton
2.4	Primary Care Network (PCN)	
	The PPG will be asked to attend a meeting in the next few months to discuss what will happen with the merger of the 4 CCG's. The CCG's merger will complete by 01/04/2020.	

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3	PPG Activity	
3.1	Connect Booklet update	
	Members of the PPG attended the Handforth Christmas Lights switch on and Wilmslow Artisan Market in December, to promote and distribute the Connect Booklet. Lots of positive feedback was received from members of the public and those who have used it.	
3.1a	The point was raised for the need to produce a set of accounts for the Connect Booklet Account.	
	Lynne to produce a set of accounts for the Connect Project	Lynne West
3.1b	Once completed, these need to be passed to a person independent of the project, to audit. Theresa agreed to audit the accounts when completed	
	Lynne to pass to Theresa once complete Theresa to audit accounts	Lynne Theresa
3.2	PPG Suggestion Box	
3.2a	This is currently unused, apart from patients still putting repeat prescriptions in, despite the warning notices.	
3.2b	The box is to be relocated on completion of the building works and the rework of the PPG notice board.	Claire Bury

4	A.O.B.	
4.1	We represent the patients and as such we need to try and access any feedback given to the practice by the patients	
4.2	A discussion took place as to where feedback is gained from. <ul style="list-style-type: none"> • The annual patient survey is due out in July to NHS patients. • The “friends and family” tests are also available 	
4.3	Jenny will look at the various Facebook comments/groups for feedback and any general themes that come out from the comments. We won't be replying to these comments, just farming them.	Jenny

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4.4	Parking The issue was raised regarding the shared car park. We are to seek the advice of the local Ward Councillor as to what can be done with regards to parking and the current car park and report back.	Jenny / Mark
4.5	PPG Membership - Thoughts As a PPG, what can be done to try and increase our membership? Can we use focus groups on future projects? It is possible to use the phone waiting message as a medium We can put PPG related messages on the Information TV, once the building works are complete. One of the avenues discussed was to use the local media to promote the PPG and its work.	
4.5a	We will write an article for Wilmslow.co.uk about the role of a PPG and ask them to publish.	Jenny / Mark
4.5b	The achievements document for the PPG needs to be updated from the minutes of the past 2 years of meetings and also any further achievements of the PPG to be added	Mark
5	Date of Next Meeting	
	Wednesday 22 nd April 2020 at 7pm.	
6	Post Meeting Note	
6.1	PPG membership to be added to the agenda and discussed at future meetings	Claire / Jenny / Mark

Attachments:

Action Points of Previous Meeting