

ORDSALL HEALTH SURGERY PATIENT PARTICIPATION GROUP

ANNUAL GENERAL MEETING

5PM MONDAY 3RD DECEMBER 2018

ATTENDANCE AND APOLOGISES AS PER SIGNING IN SHEET

It was decided that this would be an open meeting with no formal agenda to allow members to bring up any topic they wish. There would, however, be elections for the role of Chairperson, Vice Chairperson and Secretary.

Elections were held results are as follows.

Chairperson Wendy McCaffrey

Vice Chairperson Ann Salter

Secretary To be confirmed

It was also decided that we would now hold elections every 2 years not yearly as at present.

1 Minutes of Last Meeting the minutes were circulated and accepted.

2 The Chairperson's Summary

Wendy gave a summary of the work done by the Group over the last year.

Members visited the surgery several times during the year to speak to patients on the following topics.

Awareness of Breast Cancer Cervical Cancer and Testicular Cancer.

The introduction of I.C.E a different way of communicating with the GP during consultation I is for idea C is Concern and E for expectations. We explained to the patients that this could be a

better way of interacting with the G.P. we ask them to consider what ideas they have about their problems what concerns they have and what they expect to happen by the end of the consultation. It got a mixed reception but most patients thought they would try it.

The introduction of Care Navigation this is also a new initiative to help identify a more efficient way of providing care. Patients would be asked a number of questions by the reception staff about why they wanted to see the G.P. and according to their reply they could be guided to other services. For example patients requiring travel vaccines do not need to have an appointment with G.P. This is an on-going initiative and in light of this there is now a new telephone message explaining the new system to the patients.

3 P.P.G. Newsletter The group have produced a Newsletter which gives information the members thought important for patients to know about the practice and wider issues. It was published in print and on-line. It was agreed that we would now produce 2 Newsletter a year one in spring and the other in autumn. Ann agreed to continue as editor.

4 The Umbrella Project Moira is heading a project which is helping to support people with Autism and A.D.H.D and related conditions and their families more information is available on –line

5 Christmas Party The C.C.G are hosting a Christmas party on the 8th December to which members of the P.P.G. are invited. Several members expressed interest in attending.

6 Flu Jabs Concerns was expressed by members that the Vaccines for the over 65's was not available on the dates given by the surgery and some patients had made wasted journeys. It was explained that this was a nationwide problem with surgeries with a higher percentage of older patients not being given enough. This is what happened her. The jab is now available to anybody who wants it.

7 Evening Appointment This was identified as a problem because it is not widely known that there are evening appointments available for working people in different practices in the area. It was felt that we should make this better known in the surgery and on the website.

8 Lambeth Model and N.A.P.P. project Jay gave some information about this project which is a way of supporting people with mental health issues in the community. This is done by peer-monitoring it was suggested that the P.P.G might encourage people to become peer-monitors. Training is available. Wendy also gave information about an initiative being run by National Association for Patient Participation on Mental Health issues which will take place in February next year and which we can become involved with. Wendy will liaise with the Practice Nurse.

9. Volunteers in the N.H.S. One member reported that they had seen an initiative in a national newspaper was suggesting that people should volunteer to help in the N.H.S although this seems like a good idea members expressed concerns about safe guarding and confidentiality thought it might cost a lot of money to train people.

10 Recruitment The P.P.G needs more members preferably from a wider age range that at present. We are therefore planning to have

a few open days in the surgery to explain what we do. Dates to be arranged. We will also put information on the website to encourage people to join.

Date of next meeting 25th March 2019 at 5pm at the practice