

**ELM HOUSE SURGERY AND CATOR MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MINUTES**

**Weds 6th December 2023 at 12.30pm
in the Enid Blyton Room at the Beckenham Beacon**

Present	Initials	Apologies	Initials
John Hilliger (Chair)	JH	Cecile Duerinckx	CD
Dr Haroon Yazdani (GP Partner)	HY	Graeme Thompson	GT
Geoff Cook (Secretary)	GC	Helen Parker	HP
Diana Davidson	DD		
Glo Sherman	GS		
Jane Ching	JC		
Mark Phillips	MP		
Nolene Harris	NH		
Orla McCourt (Observing)	OM		
Simon Chalk	SC		
Tony Meheux	TM		
Yvonne Mason	YM		

Agenda Item No.	Agenda Topic	Action Points
1.	<p>Introduction by the Chair (JH)</p> <p>Although invited to the meeting but not in attendance, thanks were expressed to David Hughes for his past 5 years' dedicated service to the PPG.</p> <p>Orla McCourt was welcomed to the meeting in her capacity as an observer and it was hoped by all in attendance that she may join the PPG as a member.</p>	
• 1b	<p>Minutes from the previous meeting</p> <p>Other than Jane Ching not being present at the last meeting (amended), as no other amendments were needed, the minutes were agreed.</p>	
2.	<p>Terms of Reference (JH/SC)</p> <p>The length of term of membership was discussed and it was agreed that Mark Phillips would write a brief summary to explain that membership should be 3 years and then it would be emailed to GC for circulation.</p> <p>All other wording was agreed.</p> <p>GC to circulate finalised version to all members</p>	<p>MP</p> <p>GC</p>

3.	Election of Committee Members All members present would continue in post.	
4.	One Bromley Network (JH) JH gave a brief resume about the One Bromley Network: all practices from the Bromley area meet, along with various other agencies to discuss healthcare within the area.	
5.	Anima Feedback As HY could only stay for a short time at the meeting, point 7 (Anima Feedback) was brought forward and discussed. HY informed the PPG about various aspects of Anima ranging from contractual requirements, CCG initiatives and various healthcare platforms that are currently being considered; how Anima has reduced the number of patients presenting at the practice at 8am whilst reducing clinicians' workload. The general feeling is that Anima is having a positive effect on triaging patient's needs, helping to utilise the use of appointments better and offered better ways of staff working together. Some patients had issues with using the technology involved with Anima and some were frustrated with the new way of working. However, ongoing feedback is being assessed by Anima to help tailor-make the triaging process (E.g. reducing the number and type of triage questions, making it more user-friendly and less clumsy to use). DD raised concerns about an ambiguity with the process after receiving a confirmation that an appointment with a clinician had been made. Currently it is not clear who or what specialism the clinician will be from. HY reassured members that training on this was being provided and he had compiled a list of job roles which is now on both practice websites, to help patients identify who they will be having an appointment with and what their speciality is. GS suggested that the practice could communicate to patients a statement of the purpose and benefits of Anima, by providing a snapshot of current outcomes in the New Year (which would be 3 months after the launch of Anima). HY to consider this.	

6.	<p>PCN Representatives (GC)</p> <p>GC explained that as David Hughes and Glo Sherman were no longer PPG representatives on the PCN PPG Group, the new representatives (for 1 year) would be:</p> <p>Tony Meheux (Elm) Cecile Duerinckx (Elm) Jane Ching (Cator)</p> <p>GC thanked all the members who had offered to be a representative.</p>	
7.	<p>NAPP (SC)</p> <p>SC gave a brief overview of some of the benefits of being a member of the National Association for Patient Participation, namely: access to resources, advice and guidance on areas such as membership.</p> <p>SC has researched on the Internet and found that other PPGs are paid up members.</p> <p>The whole PPG would be classed as ‘the member’ rather than members joining individually.</p> <p>Current membership is £60 for an annual fee and £40 thereafter.</p> <p>It was agreed by all members that the Practice should be approached to request funding to enable this PPG to join. GC to action.</p>	GC
8.	<p>AOB</p> <p>8a. GC asked for ideas to go in the next PPG Newsletter. GS suggested facts about Anima and to promote the new PPG email address for patients to use to make enquiries, ideas, suggestions etc.</p> <p>8b. GC circulated some papers:</p> <ol style="list-style-type: none"> 1. Outlining areas/initiatives that other PPGs have undertaken 2. Suggested areas of interest that PPG members would like to lead on 3. Listing ways to engage with patients/ the local community <p>These documents could be discussed as an agenda item at the next meeting.</p> <p>8c. GC asked members if they were happy to share their personal addresses with each other as 2 virtual PPG members have stated that this breaks GDPR requirements. It was agreed by all that sharing emails is a requirement to be part of the PPG.</p>	

	<p>8d. GS/GC gave a brief update on the new PPG email address. It is an inbox with its own address for patients/enquirers to use for enquiries, suggestions and feedback.</p> <p>This is a note (not discussed at the meeting) added by GC for PPG members' information:</p> <p><i>NB it is not to be used for complaints made by patients. There is a separate procedure (and email address) for this purpose.</i></p> <p>GS and GC to meet to run through how the new email inbox works. GS to monitor the inbox and GC is to promote it in the next PPG Newsletter.</p>	
	<p>The meeting ended at 1.50pm</p> <p>JH thanked everyone for their attendance and input.</p> <p>Date of Next meeting:</p> <p>Wednesday 7th February 2024 at 12.30pm in the Muirhead Room, Beckenham Beacon</p>	