SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Minutes of Meeting held on Thursday 30th January 2020**

**at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Dr Jonathan Webster (GP Partner) JW

Hannah Price (Management consultant) HP

Mrs Sharon Dunn SD

Ms Lynn Matthews LM

Mrs Gill Cross GC

Mrs Natalie Baker NB

Mr Francis DeSouza FdS

Mr Michael Edinberry ME

Mr Robert Marshall RM

Mr John Bateson JB

**Apologies** Carol Bore CAB

**1. Welcome & Introductions**

JW welcomed everyone to the meeting and introduced Hannah Price who had been asked to Chair the meeting. She has worked in the NHS for 20 years and been involved in setting up many patient participation groups.

**2.** **Resignations / New Applications**

Resignations have been received from Justine Walsh, previous Chair from Market Place Surgery, and Lynne Backhouse. We have received two new applications to join the group and they will be invited to attend the next meeting**.**

HP introduced herself and explained that she had been invited to help the newly formed group with a fresh approach on ways of working together, and to facilitate discussions on how the group would like to run, and to set some objectives.

**3. Aims of Today**

**a. Identify the frustrations and celebrations**

HP asked the group to identify past frustrations and celebrations.

**Celebrations:**

PPG helping at flu clinics, which they enjoyed and was appreciated by patients.

Promoting women’s health

Additional counselling services provided at the Practice

Revamping the waiting area and adding photographic prints

Newsletters for patients

Surveys for patients – generally very good feedback

Patient engagement events

Creating a Virtual PPG for those who are unable to attend the meeting.

**Frustrations:**

With local pharmacy services, although all members agreed that these have improved greatly.

Closure of the branch site at Eastry.

**b. Agree on the future of the PPG – what does ‘good’ look like? Where do we want to get to?**

The group felt important components of a good PPG include:

Partnership

Compromise

Used to help promote good health in Sandwich

Voluntary role – Helping at clinics.

Support for the local community

**c. Agree key work stream areas for the coming year**

SD was keen to encourage workshops, for example in womens health & mental health.

It was suggested that these workshops could be for staff, PPG and / or patients, depending on the subject. LM said that she would be happy to arrange a writing group or a meditation group for staff.

GC felt that the patient information in the waiting area needed updating to what is relevant. SM mentioned that we have bought queue barriers to help with confidentiality and crowding in front of the reception desk. An information screen was discussed and whether this was a good idea. This is something that could be used to promote practice information. To be further discussed.

Use of the topic board for health promotion. SD suggested that this could be changed every three months.

Suggestion that feedback from different groups be sought on displays, waiting area, etc.

Find ways to support the vulnerable – mental health, young people, sexual health, homelessness, food banks.

**d. Nominations , expressions of interest in key roles (Chair / Vice Chair)**

FD expressed an interest in becoming Chair. He was nominated by LM and seconded by ME.

The term will be for two years as laid out in the terms of reference.

HP asked if anyone would like to express and interest in Vice Chair. LM put herself forward and was nominated by FD and seconded by NB.

SD thought that the original decision for a quorum of five was not enough. JB suggested that 6 would be better. Voting was discussed and it was agreed that for important decisions it would be preferable for everyone to vote. This could be done electronically using email or a simple survey tool like survey monkey.

**Next steps / Actions**

**Terms of Reference & Supporting Documents**

There was not enough time to discuss these at the meeting. SD had sent some suggestions to CAB. The practice will look at these and disseminate to the group.

**AOB**

LM asked that something be included about social media in the terms of reference.

FD thanked Hannah for attending the meeting and her input was appreciated.

He thought that as the group was newly formed we should meet before the usual three months, so it was agreed that it would be in two months time.

**Date of next meeting**

Thursday 2nd April at 6pm