

MINUTES OF THE PPG MEETING HELD ON 28th October 2017

Members Present: George, Beryl, David, Tracy, Karen, Shani, Naina, Beverley and Hyacinth

Apologies: Avril and Pam

ITEM	DETAILS	ACTION BY
<p>1. Matters arising from last meeting</p>	<ul style="list-style-type: none"> • Minutes of September 2017's meeting agreed. a) Item from Karen Re advert for new GP appointment. 2 candidates applied. 1 was not appropriate and the other wanted to apply for a higher role than advertised. The post will be re-advertised on NHS jobs and also with Indeed Agency. 	<p>Karen</p>
<p>2. Agenda Items</p>	<p>a) Items from Karen</p> <p>CQC Report the result was Good.</p> <ul style="list-style-type: none"> • 1 area requires improvement which was from the response to the Mori GP Survey. Practice needs to improve customer responses. • Karen stated that patients usually only responded when they had a grievance which makes the task difficult. • Karen suggested that with the help of the PPG as well as practice staff as a whole including the GP's, we could produce our own survey based on the questions from the Mori survey. However instead of it being one large questionnaire, break it down into smaller category based surveys to entice more patients to fill in. They would then be collated once all had been completed. Naina stated that we could use images such as smiley faces to make the surveys more attractive and user friendly. • Naina asked for a couple of PPG members to meet up with Karen as a focus group to breakdown the questionnaire and agree on the different categories which would form the smaller surveys. • Karen said that it would be the responsibility of the surgery staff (doctors, nurses and reception staff) and PPG as a whole to get patients to complete the surveys. • Hyacinth suggested that we put up a notice on the PPG notice board saying 'Have Your SAY' and leave some surveys for patients to pick up and complete. • Karen informed the group that the practice is replacing the JAYEX screen with a TV screen which can include this information regarding the surveys and the importance for patients to complete. • Shani, Hyacinth and David will meet up with Karen and form the focus group. They will meet up before our next meeting and report on the progress made to date. <p>b) PPG Meeting Day and Time Changes</p> <ul style="list-style-type: none"> • It was agreed to move the meeting day and time to Monday evenings at 7:00 pm on a 6 month trial basis to attract new members. Starting on Monday 27th November 2017 @ 7:00 pm. • It was also agreed that the AGM will be held on Monday 27th November 2017 as well as the normal meeting. 	<p>Karen</p> <p>Karen/Shani/Hyacinth /David</p> <p>ALL</p>

	<p>c) PEF (Patient Engagement Forum) & LEG (Local Engagement Group)</p> <ul style="list-style-type: none"> • PEF – held every 8 weeks where the PPG Chairs or representatives meets with the CCG (Clinical Commissioning Group) • Redbridge is now part of a tri borough with Havering and Barking & Dagenham. The CCG wanted to put all the PEF’s of all three boroughs together in one meeting. • The CCG has stated that there is no structure at present in which LEG’s can be supported by the CCG. • The last PEF, which was a joint PEF incorporating PEF members of Redbridge, Barking & Dagenham & Havering members, however the meeting was announced at very short notice and no one from our PPG was able to attend. The outcome of the meeting was fed back to Naina. • The Chair of the LEG also held a meeting at very short notice and there was no one available to attend from out PPG • Naina felt that it was important for our local Seven Kings Ward LEG to continue meeting outside of the PEF as the group had a lot to discuss and had forged good working relationships. • All members agreed. • Naina also stated that if any issues came up at the LEG meetings then the chair of the LEG group would write to the CCG with any issues that may arise. • Naina also requested a change of day for the LEG meetings as she is not available on a Wednesday evening. • David requested a written copy of the LEG minutes. • The logistics of the meeting will be discussed at the next LEG meeting. <p>d) Naina to contact Howard (The Chair of the LEG) to state that Newbury Group Practice PPG agreed to the LEG continuing outside of the PEF until or if structure is established by the CCG for ongoing support.</p> <p>e) Suggestion Box No responses from patients.</p> <p>f) Information Stands</p> <ul style="list-style-type: none"> • Currently on hold. • Naina is waiting to hear back from Palms Medical Centre, re taking part in a joint Health Awareness Day at Newbury Group Practice. She is awaiting a date to meet up with Alan Banner the Chair of Palms Medical Centre’s PPG to see whether they will be willing to hold a joint venture. • Shani reminded the group that we need to have a date when PPG members can attend the surgery to recruit new patient members onto our PPG. • By the November PPG meeting all members need to agree a date for a PPG stand day in December 2017. • Hyacinth asked if we had a dedicated member who attended the surgery regularly to talk to patients. • Katherine who undertook this role resigned due to ill health. Hyacinth thus agreed to undertake this role on any day the surgery is open. The discussions with patients will be structured in the form of surveys. <p>g) Terms of Reference</p> <ul style="list-style-type: none"> • Draft terms of reference were handed to all members. Naina asked all members to read and comment back within the next 2 weeks. 	<p>Naina</p> <p>Beryl</p> <p>Naina</p> <p>All</p> <p>Hyacinth</p> <p>Naina/Tracy</p>
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<p>3. Future Plans</p>	<ul style="list-style-type: none"> • Self Help Groups – try and start up for bereavement, mental health etc. • Revise communications & contact meetings with GP's of surgery 	
<p>Meeting Closed</p>	<p>Date of Next Meeting: Monday 27th November 2017 @ 7:00 pm Also AGM</p>	