

RICHMOND MEDICAL CENTRE PPG
MINUTES OF CORE COMMITTEE MEETING
21ST AUGUST 2019

Present

VC (Chair), GB (Vice Chair) DH (Secretary), JC, RH, MM, MS, GS

1. Apologies

HR

CS, NB not in attendance

VC read D Maltby's email of resignation due to other commitments. Thanks for his contribution to the former PPG, which was closely involved in the new build, were recorded.

2. Minutes of 29/7/19

These were agreed with the inclusion of Social Prescribers and the 'econsult' the online way of obtaining help from your doctor and the proposed appointments of two Advanced Nurse Practitioners.

Proposed: GB Seconded: JC

VC signed the minutes accordingly.

It was agreed that future minutes of meeting will be circulated by the secretary within seven days and again with the agenda seven days before the next meeting. In this way members who are unable to attend a meeting are kept informed.

3. Matter Arising

Practice phone lines were discussed. The introduction message was considered lengthy at 1min 18secs whilst other practices manage the legal requirement in 20sec and Boots on 03452700999 manage in a concise manner. Members to trial Boots message.

Action: GB to collate members' feedback of phone experiences to CS

DNA figures previously circulated were discussed and VC fed back that CS has implemented an SMS reminder text message 48 hrs before appointment.

Action: VC to ask CS if this has an impact on DNA figures for August and September

VC reported back from CS that two Advanced Nurse Practitioners have been appointed. One is in post and the second will be when her current notice period has ended. Clinical Pharmacist currently works one day a week in the Practice shortly to increase to two days.

Mobile phone signage is being updated by the Practice and will now ask for patients in the waiting areas to use phones on silent and to take calls outside the building.

Members agreed with the Practice being asked for funding, £60 for first year and £40 thereafter, to cover membership of National Association for Patients Participation which promotes and supports patient participation in primary care (NAPP).

Proposed: GB Seconded: JC

Action: VC to ask CS

4. Terms of Reference

The Terms of Reference (ToR) previously circulated were sourced by VC and GB from NHS guidelines and that of other practices. The Core Committee will now have 12 members, the Friends of the Committee to have 20 members and the Virtual PPG (VPPG) will consist of a cross section of 150 patients.

The PPG works in partnership with the Practice and therefore the ToR is a joint agreed approach by the Practice and PPG members and will be signed by both parties.

After clarification by VC of further points raised these were agreed with the addition of vacancies arising from committee members leaving to be filled ASAP (2.7).

Proposed: GB Seconded: JC

Action: VC to give ToR to CS

5. Confidentiality Agreement

The need for confidentiality in line with statutory GDPR was agreed and GB circulated forms for Core Committee members to sign.

Action: VC to give signed forms to CS

VC confirmed that all three groups of the PPG must adhere to confidentiality.

Due to personal commitments G Sykes tendered his resignation from the committee. As a founder member of the former PPG he was thanked for his contribution. GS then left the meeting.

6. Communication with Patients

Notice boards displaying PPG information to be in waiting rooms.

Action: VC to discuss logistics with CS

Previously circulated leaflets designed by GB explaining the PPG to patients and forms for involvement were discussed and all members agreed they were excellent.

The PPG will have an email address and this will be included in the leaflets. The need for an independent email was discussed and agreed.

Action: VC to discuss with CS the setting up of own email rather than an email set up by the Practice with automatic forwarding.

Practice to be asked to print leaflets for circulation and to work together with the committee to find volunteers for membership of all three groups of PPG.

The need for future Newsletters for patients and a poster for relevant public areas such as pharmacy, library was agreed.

Action: GB volunteered to be responsible for this

VC thanked GB on behalf of the committee for all her hard work in producing the leaflets and for volunteering to create posters and Newsletters.

Due to a prior engagement MS left the meeting at this point.

7. Flu Clinic Rota

To be present at flu clinics to 'meet and greet' patients waiting for jabs and to take the opportunity to publicise the PPG had been previously agreed and a rota of committee volunteers was drawn up.

8. Practice Communication

Feedback of telephones experiences had been previously discussed under Matters Arising.

GB circulated an anonymous patient sample follow up letter. The Practice was commended for its care in communicating individually with patients.

9. New Areas for PPG

10. PPG Roles

Members were asked to consider these two items for discussion at next meeting.

11. AOB

It was agreed that a PPG suggestion box be included in the PPG surgery display.

12. Date of Next Meeting

Monday 28th October 2019 at 10am

Signed:

Date: