

Old Bridge Surgery



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Patient Participation Group

Minutes of meeting: 21st March 2017

Present:

Kenneth Baldry, Christine Outen, Pauline Major, Steve Bird, Mark Ayrton, Kate Copping, Chris Roy, Derek Powell, Mary Talbot, Andrew Scott, Lorna Ayrton, Gary Warren and Murray Collings

Mark Allen and Dr Kodde - representing the practice

JK introduced the meeting noting that the previous group had comprised a small core of regular attendees but that it have proved increasingly difficult to find dates to suit all and momentum had been lost such that only two members had attended the last meeting. The practice felt it was now time to breathe new life not the group. Some of those present said they were unaware of the previous group's existence.

MA explained the purpose and opportunities for such a group, above all that is should be useful for the practice to hear things from the patient's perspective. The practice aims to have a group that is as representative as possible. Members would be expected to act as representatives of the wider patient population, not to promote individual preferences; clearly no personal healthcare matters to be discussed.

Opportunities for the group include:

- Providing feedback on proposed changes to practice services or ways of working and raising concerns about its operation.
- Improving communications, e.g. reviewing draft newsletters, leaflets, posters and the website which we're about to renew.
- Participating in more proactive communication, e.g. with surveys, attending the waiting room to speak with patients.
- Offering guidance to patients in using e.g. self-check BP monitor or patient check in screen or during the flu clinics.
- Developing links with other community groups.
- Setting up volunteer services such as patient transport.
- Fundraising, though this is already in hand through ACHE (the "Looe and district Area Community Health Equipment" charity). MC, as chairman on ACHE, spoke about the history and structure of this charity. MA noted that fundraising was not intended by the practice to be a major focus of the PPG and any fundraising would be likely to take place in conjunctions with ACHE.
- Hearing from or arranging wider patient meetings with visiting speakers about particular health matters or programmes, e.g. from Age Concern.

**Partners: Dr Ian Roy, Dr Johanneke Kodde, Dr Hannah Mogford,
Dr Katie Gummow & Dr Patrick Southam**

Discussion then developed, covering various topics:

- How the group would be led – whilst the practice is taking the initiative to relaunch the group, ideally it would be chaired by a patient leader with agendas set in collaboration with the practice.
- Where would it meet – Old Bridge Surgery was assumed but meetings could also be held at Pelynt Surgery or another venue with suitable facilities.
- How would it be structured – the group should agree Terms of Reference or a simple constitution. Examples are available from other practices and the “National Association of Patient Participation” to which the practice subscribes.
- How would the group work – determined by the Terms of Reference, but could include a mixture of meetings, email or web based communication; resources are available to support it, including NAPP and other organisations offering on-line services.

Suggestions for roles and topics for discussion made by those present:

- Being a sounding board for changes proposed by the practice.
- Managing patient expectations e.g. about what needs GP attention.
- Hearing about the state of local NHS services, especially in the light of “NHS in crisis” news stories.
- Promoting electronic communications.
- Airing problems raised by patients before they escalate to a formal complaint.

It was agreed:

- MA to circulate sample terms of reference.
- Not to share personal contact details, specifically email addresses, at this stage.

Date of Next Meeting: Tuesday 25th April 2017