

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 18 JANUARY 2016**

PRESENT:

Theresa Hyde (TH) Vice-Chair
Vic Palmer (VP)
Carol Fitton (CF)
Veronica Docherty (VD)
Roy Baverstock (RB)
David Linehan (DL)
Carol Morley (CM) Secretary
Wendy Brown (WB) Minute Secretary
Dr Roger Gent (RG)

1. APOLOGIES

Apologies were received from Steve Bennett and Maureen Webb.

2. MINUTES AND MATTERS ARISING FROM LAST MEETING

The minutes were agreed by all present as a true record of the meeting and signed by TH.

3. SUGGESTIONS FOR EVENTS 2016

It was agreed to discuss this at the end of the meeting before any other business. In the meantime a sheet was circulated around the group for members to write down any suggestions they may have.

4. FOMC NEWS

New Staff

CM confirmed the appointments of Dr Roshani Pawar, Dr Kate Foley, Dr Abid Raza and Dr Chris Howland as Partners to the practice.

CM also confirmed new nursing staff to the practice – Nurse Emma Harris, phlebotomist Gail Evans and an apprentice for Reception. A medical secretary would be starting in April.

CQC

CM confirmed that the CQC would be visiting the practice on Wednesday 20 January for their inspection. CM asked if a couple of members of the PPG would be able to come into the practice to speak with the CQC (Steve Bennett and Theresa Hyde had confirmed they would be able to do this).

5. PRACTICE COMPLAINTS AND SIGNIFICANT EVENTS

CM went through the current significant events. There had been no complaints since the last meeting.

6. NEWSLETTER

Again TH asked if this item could be discussed at the end of the meeting before any other business. In the meantime a sheet was circulated around the group for members to write down any suggestions they may have.

7. PATIENT SURVEY

CM confirmed that these were displayed in the reception waiting area and that a number had been completed and handed in. All patients registered for online newsletters had also been emailed a questionnaire. The practice requires a minimum of 300 to be returned. TH asked CM to let the group know when they can come in to help. RB felt that it would be beneficial for the GPs to hand out at the end of each appointment, as mentioned at the last meeting. VD suggested volunteers helped out at different times and days of the week thus capturing patients attending a variety of clinics, eg, young parents attending baby clinics. TH suggested putting a reminder on the screens. The PPG will think about other ways of engaging patients to complete the survey.

SUGGESTIONS FOR EVENTS 2016

The group was keen to ensure that whatever subjects for events are chosen, that they were engaging with patients. Some ideas:

- There was concern that the older generation may not be so IT literate and perhaps a workshop on how to order prescriptions online.
- Have a professional/representative from a disease group, ie diabetes, to come in and give a talk

CM suggested the PPG look at other local surgeries' websites to see what their PPGs are doing. VD said that the NAPP website was a very useful resource for seeing what other PPGs nationwide were doing, including hints and tips on how to engage with patients. CM said the practice also needs to engage with its online Patient Reference Group. It was felt that the PPG should have a stronger link with the staff at the practice and CM said that post-CQC there should be a better GP attendance at the PPG meetings.

TH felt that there had been positive responses to newsletters, display boards and in particular, the support register of local organisations which the practice staff were able to refer to when helping signposting patients.

CM said she would be happy to help with any work involving carers and their groups, and TH said she would ask Julie Cleavley to contact CM regarding this.

NEWSLETTER

TH asked VD if she was happy to contribute to the newsletter again. VD wanted to know what, if any, impact the newsletters have had and how they are received. The local marketing company, WAA, was brought up as this had been discussed at previous

meetings, however it was felt that the newsletter should look like it had been 'produced by patients, for patients' rather than appear too 'glossy'.

VD and DL left the meeting at 7.30pm

A PPG logo was mentioned which would ensure that anything produced by the PPG would be easily identified. CF said she was happy to do this. CM showed those present the draft FOMC logo and said she would send this out to all members of the PPG.

TH mentioned a Here To Help Together event being held on 26 April, 10am to 1pm, where reps from the various organisations would be in attendance.

7.50pm – Dr Gent joined the meeting.

With reference to the forthcoming CQC visit, RB asked for feedback from a GP at the next meeting. RG stated that the PPG has high prominence on his surgery presentation to the CQC and also felt that the practice is more connected to the PPG than other practices'.

8. ANY OTHER BUSINESS

None

9. DATE OF NEXT MEETING

21 March to include the AGM

CF gave her apologies for this meeting.

The meeting closed at 8.00pm

ACTIONS

CM to send draft Four Oaks logo out to all members of the PPG.

CF to draft ideas of a PPG logo