

MINUTES of PPG MEETING HELD TUESDAY 8th MARCH 2016

Present

Martin Connolly (chair), Maurice Gammell, Lilian Cross, Nigel Bain, Angela Smith, Eric McLaughlin, Jean Nuckey, Lyn Warren, Tricia Clough, Dr Ridout, Jan Allen.

Apologies

Pamela Davis, Karyn Sampson, Martin Hill, Robert Orr

Welcome to new Members

No new members were present. Suggestion to hold meetings in the evening but decision was made to keep the status quo.

Minutes of 19th February 2016

Approved

Matters arising from the Minutes

- **Slave screen** – MC proposed later in the meeting to move the one downstairs into the corner above the notice board for better visibility. (MC to action with LC)
- **Newsletter** –referred to item 5 of the Agenda
- **Signposting** –NB has completed the Travel Information which he will also add to the Blood Test form and attach leaflets to the notice board.
- **Potterells Website** – All references to the PPG need to be changed to Potterells Patient Group to maintain consistency of Language (LC to action)

Feedback from Meeting with Practice held on 20th January 2016

MG summarised the main points discussed at the meeting:

- **PPG Initiatives** –MC and MG outlined the initiatives introduced by the PPG to-date, namely,

Health Walks

Signposting

Buddy scheme

Website input

Promoting PPG to patients and recruiting new members

These initiatives were well received and supported by the Practice. The input from the PPG is very much appreciated by the Practice. Therefore, the Practice would like the PPG to continue to develop its role as a conduit between the Practice and Patients, providing regular feedback about patient experiences with Potterells and the NHS, help with Family and Friends leaflet and reintroduce a newsletter which will include input from the Practice.

- **Future PPG activities** – Discussion then focused on how to promote the PPG to the wider community, help patients with requests for information and complaints about the NHS and specifically, hospital cancellations. Some ideas to be implemented are:
- **Pilot a Hotdesk** in the waiting room conducting one to one sessions with patients. To be actioned by AS, TC, EMcL
- **Marketing** e.g. Screens (NB, MG); Village day (MC) 18/6/16, Email patients (MC, LC)
- **Signposting – PALS**, Herts Health Watch, NHS website – to handle complaints which will take a lot of pressure off doctors. (MC with additional assistance)
- **Newsletter (NB)** and input from Jan Allen.

Martin will also email all absentee members for their input and assistance.

Martin will also send out a separate note regarding the 4 potential projects we are looking at. (MC)

Health Walks

A vote of thanks to Martin for organising this very successful activity.

However, to accommodate more walkers and different levels of fitness and ability we need to recruit more leaders. MC will discuss with other leaders and instigate a recruitment drive via Potterells targeting patients who may be interested. (MC, LC)

Nigel also proposed promoting a 'Seated Exercise Group'. NB to follow up.

A.O.B.

Guest Speaker – Guy Crosby, Head of Customer Services for Hertfordshire, Bedfordshire and Luton ICT Shared Services, was invited by Lilian to address the meeting.

Guy is part of a NHS initiative to promote a Leadership Program headed up by the Elizabeth Garret Anderson Project. The aim is to generate 200 people per year as leaders, promoting what matters in the NHS and understand the patient experience.

His objective is to observe the patient experience at the grass root level by observing patients arriving and waiting at the GP Surgery. It was agreed that Guy will conduct his 30-minute observation with a member of the PPG (EMcL) and then report back to the group. This will take place next week.

Community based projects

Book Swap being promoted by LW.

Such projects will form the basis of a 'Living Noticeboard'

Our initiatives will also be developed and promoted in the wider community.

Next meeting

17th May 2016

