

MINUTES of PPG MEETING HELD TUESDAY 11 July 2017

Present

Martin Connolly (chair), Lilian Cross, Nigel Bain, Trisha Clough, Angela Smith, Audrey Sparkes Jan Allen (Carer Champion)

Apologies

Jean McLaughlin, Eric McLaughlin, Lynne Warren, Pamela Davis, Christine Bewley and Kieran Sansom

Matters arising from the Minutes- None

Notice Board – Nigel to finish off the PPG Notice Board!

Facebook – It was agreed to shelf this for the time being

Diabetes Type II - Martin met with Carolyn who has agreed to promote the walks. Nothing further to be done.

Patient Voice – Martin has escalated the issue to Mark Edwards but he cannot access the email account.

Flu Vaccines - Flu clinics not arranged but agreed that when these are agreed LC will inform the PPG of the Saturday morning clinics. PPG would like a presence during this time and will also promote on their walks and on the Village website.

Tongue Tied children - Nothing further to report

Website - Chairman's letter has been taken off and a new one to go on – Martin or Nigel will forward a copy to LC.

No Shows – LC to get better at putting nos on the board of DNA's. Also produce a month's analysis of DNA's.

Telephones – Patients are saying that the que system is not working – LC is getting conflicting information, but has escalated to the telephone co.

MJog- This is our text message servicing which does not appear to be working. LC to escalate.

Extended Access -Mark has produced some flyers and hand out questionnaires for patients.

After much discussion we are uncertain as to standing in the waiting room handing out these questionnaires (which are quiet lengthy) , would be of any benefit. Nigel and Angela have offered to post leaflet s through neighbour's doors. Text messages have already been sent, but will be resent before the end of July. LC will also email out to patients the information to have their say in with the forthcoming changes.

Discussion as to whether this should be advertised in the media. Nigel explained that he had already had this conversation and due to lack of money this would not happen.

Healthier Future – Nigel has offered to attend the consultation meeting on 4 September at the Focolare Centre in WGC. It was agreed not to do much with this questionnaire as it is going to be very political.

Carers - Jan and Audrey reported back on the recent event at the URC for which only 1 Carer attended. Nigel, Christine and Trish attended this gathering along with Vicki Leary (Practice Nurse) from Potterells. One of the admin staff donated a home baked cake.

Jan sent out approximately 100 text messages but felt that we should give “carers” more notice.

It has been agreed that the subcommittee will get together and decide on a small A5 handout which could be given to carers during the Flu season.

It was agreed that we should not fall at the first hurdle and try again.

East and North Herts AGM – Nigel attended this meeting. Lots of people were there that are involved in “Connecting to Health”. The EHT are only 20,000 in the Red.

Films were shown on:-

Robotic surgery on kidneys

Sepsis – patient story which was very moving and showed the care and devotion that he got from the ENHT.

Next Meeting to be held on 3/10/17