**Minutes of the Patient Participation Group**

**Tuesday, 31st July 2013 at St Luke’s Primary Care Centre**

***Present :*** *Joan Randell (Chair), Ray Chapman, Christine Churchman, Graham Jamieson(Managing Partner), Brian Morgan and Thomas Tarry.*

***Apologies*** *Catherine Donaldson and Pauline Robinson*

***PPG Membership***

*Moira Chapman was present at the meeting, initially as an observer. GJ outlined the guidelines issued on PPG recruitment by the Directed Enhanced Service which advise that practices should be able to demonstrate that they have made reasonable efforts to secure membership which is broadly representative of the patient demographic. The practice sought to meet this target when the group was reformed in 2011. The current membership of 8 with a quorum of five narrows the decision making process. A membership of twelve is desirable. Now is a good time to renew efforts to re-shape the group further. Action - GJ and JR will make efforts to contact a potential new member who recently offered constructive advice. TT commented that volunteers are to be valued and made welcome.*

***Minutes of the last meeting*** *were agreed and signed as a true record.*

***Matters arising from the minutes***

*Considering that a long period has elapsed since St Luke’s was opened and that any event would incur significant costs and require considerable organisation, it has been decided not to hold an official opening (GJ). It was agreed that we are too far down the line (TT & JR) Instead, it was suggested that an Open Day might be held as an alternative (MC) at a weekend (GJ). RC and MC suggested that larger scale events were needed. A Macmillan coffee morning , possibly in October, and organised by the PPG was also suggested. No decisions were taken to progress these events but it was agreed that they should be discussed in detail at the next meeting Action – GJ to include PPG-organised events on the agenda of the next quarterly meeting.*

*Thanks were expressed for all the support given to the Sun Aware campaign. JR said that we would not know how effective this DETECT-based campaign would prove to be in the long term but if the messages had reached only a few, it would be worthwhile. Thanks were also given to members who came to surgery when System1 was introduced. Members welcomed the opportunity to directly engage with and help patients. In so doing, it gave an added insight into the way that the surgery operates, the issues that concern patients and helped to identify how some small changes may have a large impact on patients and staff alike.*

*GJ said that25,000 patients is the upper limit set for the practice. With Dr First in operation, the number of patients varies from day to day. About one third of patients who contact the surgery have a face to face consultation. Mondays are generally busy with around 600 patient contacts. However, the proportion of St Luke’s patients who visit A&E is low in comparison with other practices. Such high level of demand have created a need for more doctors.*

***Practice Update***

*Clinical staff changes and forthcoming developments were explained. The efforts to recruit replacements and fill certain newly-created staff posts were outlined.*

*At this stage, plans to house a dental surgery at the centre are no further developed. Whilst the legal debate about the pharmacy continues, work to reach a conclusion is still going ahead and GJ is confident that a pharmacy will be opened in due course.*

***Development Plan***

*Progress against the Development Plan has been slow and little further progress has been made since the last meeting. MS and GJ have been heavily involved in the introduction of System1 and the legal processes associated with the pharmacy respectively. The introduction of System1 has gone very well and the period of direct training and support is coming to an end.*

*The Patient Satisfaction Survey highlighted the need for a play area for younger children. Anecdotal evidence was given of children’s presence in waiting rooms and parental supervision. The pros and cons of having certain items were discussed. For example, CQC would require that any equipment is cleaned at least once per day. GJ had looked into the possibility of providing one abacus type table toy. Alternatives such as children’s books, tablets books and screens with seating areas were suggested. Although cost was not a prime consideration, GJ proposed that the cost of equipment might be purchased with money from the PPG book fund. No decision was taken on this suggestion. Action-It was agreed that RC would research the alternatives and report back to the next meeting on availability, costs and outcomes of a mini survey. Action-Plans for the 2013-14 Patient Satisfaction Survey should be included on the agenda for the next quarterly meeting.*

***Role of the PPG***

*GJ reported that he had contacted several other practices to find what activities were carried out by PPG members elsewhere. Responses included carrying out the annual survey, a page on the surgery website written and maintained by members, directing visitors and showing equipment provided through fund raising activities. RC proposed that the “patient voice” is the central focus, that the role of members is to report and follow up comments made to them, to identify items which could be improved, for example, issues with information displayed on waiting room screens and the lack of a link from the website to a dedicated PPG section should be rectified. Suggestions were put forward for members to attend ‘flu clinics in October and November, for the PPG to produce a leaflet explaining its role and the need for a collection box for money donated for the sale of books. Action – It was agreed that the PPG should meet on Tuesday, 3rd September specifically to discuss their role and set out a roadmap for the future. BM to bring a presentation about the PPG designed for waiting room screens.*

***Any other business***

*It was agreed that MC should join the PPG with immediate effect.*

***Next Meeting***

*The next quarterly meeting will be on Wednesday, 25th September at 6.15 p.m.*

*The meeting ended at 7.45 and JR thanked all for their attendance and contribution to the lively discussions*

**DATES FOR YOUR DIARY**

**Developing the role of the PPG**

**Tuesday, 3rd September**

**at 6.15 p.m.**

**Next quarterly meeting**

**Wednesday, 25th September**

**at 6.15 p.m.**