

## Minutes of the PPG Steering Committee – 27th July 2017 at Millway Surgery

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### Present:

Susan McDonnell (SM) (in the Chair)

Jean Gaffin (JeG), Peter McMahon (PMc), and Anne Yates (AY) -PPG

Krishna Moorthy (KM); Natalie Cumming (NC) – Millway Surgery

John Gumpright (JoG); Tanya Midgen (TM) and Richard Driscoll (RD) – Health Champions

Apologies: Adrian Bendell (AB)

Minutes by: NC until 11.15 then KM

SM opened the meeting by welcoming John, Richard and Tanya and thanking them for attending.

### **1. Confirmation of Minutes**

Minutes were agreed by all

### **2. Discussion with Health Champions**

SM gave a brief introduction of the PPG and outlined its background. Following a full discussion it was agreed for PPG and PHC to work together to help the practice in its aim of health promotion and ill-health prevention, an approach that is likely to result in patients needing less visits to the practice.

JoG explained current PHC activities. TM stated all three groups –Support for children with special needs, Coffee Morning and Knit & Natter - are re-launching in September. A leaflet to promote these activities is currently in production which will be available for the GPs to hand out to patient during their consultations. Which KM confirmed that the GPs have agreed to do so. The diabetic support group is to also to start from September the details are being finalised.

PMc suggested developing links with local voluntary bodies to help with signposting and advertising of the groups. It was agreed to gather information on relevant organisations and their local activities in order to promote activities in the practice for it patients.

RD praised the effectiveness of the champions volunteering in the practice especially on baby clinic day but thought that the communications between the practice and patients can be improved.

KM is discussion with a company that provide TV screens for surgeries, if successful, it will have rolling information for patients waiting for their appointments.

**Action: Natalie to send meeting minutes to John, Richard and Tanya and invite them to next meeting.**

### 3. Website

NC confirmed that the website has now been updated to include the new 3C's approach which appears to be working well and is proving to be a useful tool for patients to convey their concerns.

PMc mentioned that several aspects of the website needs updating and RD said that the website also needs to be more user friendly.

TM agreed to produce a fact sheet on support in the area for special needs.

KM outlined key points of the practices approach to revamping the website - 'digital change'. The practice's vision is to get patients using the website first, promoting self-care and he outlined the aims of the website as well as various components that are being considered to make the website more effective. He also confirmed the practice's intention to consult the PPG / PHC to make the website user friendly and relevant to patients.

KM talked about an audit which revealed that around 25% of the telephone calls requesting appointments were prescription related; as a result a pharmacist (part-time) has been appointed who is qualified to issue prescriptions. This pharmacist together with the current prescription clerk is dealing directly with prescriptions related calls enabling doctors to deal with patients with complex conditions instead.

Briefly discussed about measuring patient satisfaction as well as obtaining feedback on website and agreed to carry out a survey, possibly during the flu campaign. Also agreed to use this opportunity to gather more patient contact details particularly email addresses. Although all patients may not have the ability to use electronic access facilities, it was agreed that improving this access is the right way forward but the practice should also provide information using traditional media.

PMc asked for clarification on the way patients accessing their records and test results on-line.

It was agreed not to develop a separate website for the PPG at this stage and RD volunteered to help the website design specification process.

**Action: Tanya to produce a fact sheet.**

### 4. Terms of Reference & Constitution

Following a brief discussion, it was agreed to finalise the constitution and the terms of reference at the next meeting on 30th August.

Agreed to hold an open PPG meeting on 14th September (at around 6:30 pm) and present these documents at that meeting.

KM agreed to email those patients on the practice mailing list informing them of this date.

**Action: Natalie to circulate the Constitution and Terms of reference to Tanya, Richard and John**

## 5. Equalities

KM emailed the PPG members a set of policies that are relevant for a discussion on equalities together with some statistics relating to patient demographic. He agreed to forward that email to PHC representatives.

PMc to email KM setting out additional information required for a fuller discussion at the next PPG meeting.

**Action: Susan to include this item on the agenda at the next meeting  
(Policies have already been circulated)**

## 6. Feedback from NAPP Conference

The note by SM and AY was very informative and well received.

Following a brief discussion, it was agreed that most patients will benefit from social prescribing. It was agreed to gather information on activities by various group such as Aged UK in order to facilitate social prescribing. PHC to discuss this at their next meeting and find a volunteer to coordinate the information gathering process as well as produce a prioritised list of conditions (for example Mental Health, Learning Disability, Diabetes) to focus.

**Action: PHC to coordinate the information gathering and appoint a lead**

## 8 AOB

JeG tabled a note on the effectiveness of a DNA campaigning and asked about Millway's experience.

NC shared that the practice had over 200 DNA's in the month of May and that the practice are going to display this information to patients to make them aware of the amount of lost appointments we had in the practice. Posters are in the pipeline to be displayed.

**The next meeting will be held on 30th August at Millway Medical Practice. .**