

## THE TOLLGATE PRACTICE

### **Minutes of the Patient Participation Group Meeting on Wednesday 22 March 2017.**

Attendees on 22<sup>nd</sup> March: Michelle Cain (MC) Sarah Brown (SB) Chris Dowsett (CD) Keith Tucker (KT) Michael Vass(MV) Susan Spice, (SS) Lorraine Feakes (LF) Julie Swain (JS) Deborah Skinner (DS) Tracy Nichols (TN) Rosemary James (RJ)

Attendees on 11<sup>th</sup> April: Sarah Brown(SB) Susan Spice (SS ) Karen Drake (KD ) Chris Dowsett (CD) Keith Tucker (KT) Michael Vass(MV)

Sarah Brown welcomed all those present and indicated that she had been asked by MC to lead the meeting.

#### 1. Apologies for Absence

None

#### 2. Matters Arising

SB commented on the success of the October “ Wear It Pink Day” fund raiser in aid of Breast Cancer Research and St Helenas Hospice. She thanked all those who provided cakes etc. and helped make the day such a success.

#### 3. Review of the Operation of the PPG

At the request of KT the meeting spent some time reviewing the objectives of the PPG and considered how to improve the current operation of the committee for the benefit of patients and the practice in general. The following was agreed at the meeting and at a further special meeting held on 11<sup>th</sup> April which was attended by all members who were available:

##### a) Website

MV agreed to provide MC and SB with assistance in keeping the website up to date and in improving the information to patients in respect of the services available. The introduction of a bi-annual or annual PPG Newsletter would also be investigated.

##### b) Information Posters

CD offered to supplement the information on the website by producing display posters which would initially highlight -

(i) the availability of the Blood Pressure Machine which could be used without supervision by any patient attending the surgery

(ii) a call for volunteers to assist with the tending of the surgery garden. Dr Best has already kindly offered to fund the purchase of two wooden seats for the garden

(iii) a poster advertising annual flu jab day – when known.

c) Patient Satisfaction Surveys etc

The PPG offered to assist with the distribution of information gathering surveys if these were appropriate and /or providing information on surgery services. This would probably be achieved by setting up and manning a stand in the entrance to the surgery on a number of designated days. SB to investigate what information might be beneficial and the format of such surveys and report back to the next meeting.

d) PPG Meetings/Membership/Communication

It was felt that four meetings per year was a realistic number. Meetings to be held at 1.00pm in the surgery and dates to be fixed for the year in advance. SB to consult with MC on possible dates and also discuss with members before the 2017/18 dates are finalised.

SB agreed to confirm current membership numbers before deciding if an active drive for new members was appropriate - although new volunteers would always be welcome, subject to the normal criteria rules.

SB offered (and the committee felt it would be most helpful) to keep the committee informed of staff changes and other developments affecting the surgery and patients - in the period between meetings- by means of at least a monthly email. MV said this would also be very useful in respect of keeping the website updated.

4. DNA's (Did not attend)

The committee discussed the problem of patients failing to attend pre booked appointments. The number of missed appointments is displayed in the surgery and remains at unacceptable levels. MC was asked to investigate if persistent offenders could be identified and refused booked appointments.

## 5. Advance Decisions / Lasting Power of Attorney

MV explained how important it was for everyone to at least consider putting in place an “Advance Decision” and/ or a “Lasting Power of Attorney”. When an individual loses (for whatever reason –say an accident or dementia) the mental capacity to take their own decisions families /carers can face real problems and substantial costs in dealing with the affairs of the person affected if formal documents are not in place. It was agreed that the PPG page on the website might be a good place to alert patients about this issue.

## 6. Staffing Matters

MC informed the meeting that Terri Chandler would be joining the surgery in May as a Nurse Practitioner.

The committee was informed that unfortunately Dr Wahab would be leaving the practice at the end of June.

## 7. AOB

None.

The meeting closed at 2.00pm.