

ST JOHN'S MEDICAL CENTRE
Patient Participation Group

Minutes of Meeting – 24 January 2018

Present: Jill Allen, Ian Andrews, Judith Argles, Kevin Atterbury, Graham Bland, Paul Carpenter, Sandra Cussell, Julie Loveless, Lara ???, Paula Starritt, Alan Walsh, Jennifer Walsh, John Wills, Christiane Young, Arleta Zydek
Dr. Shamaillah Mufti, Nikki Masson
Danielle Croucher (Minutes)

Apologies: Rita Tucker, Gertrudia Coffey, Paul Coffee, George Fielding, June Fielding, Nigel Hart, Maureen Hirst, Susan McQuinn, Alison Martin, Brian Martin, Jacqueline Pantling, Carol Stothard

<ul style="list-style-type: none"> • Welcome and Introductions 	<p>Dr. Mufti started the meeting by welcoming everybody and explained that there was no agenda raised by the Practice but Kevin Atterbury had made one on behalf of the PPG.</p>	
<ul style="list-style-type: none"> • Minutes of previous meeting 	<p>Matters arising from the previous minutes:</p> <p>Patients Failing to Attend Appointments – Danielle informed that DNA rates continue to fall and were below 300 this month which is a significant drop. It was agreed that this is still not low enough but that work continues to reduce these figures. It was asked if the numbers could be put on the bottom of the appointment slips for cancellations. Danielle confirmed that this had already been done. It was agreed that this would be a standing agenda item for future meetings.</p> <p>Day Only Appointments – A brief discussion took place on day only appointments. Lara informed that when patients are seen that the standard of care is always good but the problem lies with getting GP appointments. Danielle informed that St John's are soon to have 2 more GPs starting with us (one in April, the other on an unconfirmed date). Dr Mufti informed that GP appointment waiting times had never been too long before the previous 2 GPs had retired and with the 2 new GPs coming in, we hope to get back to the previous appointment waiting times.</p> <p>The issue of "1 appointment, 1 problem" was raised as it was felt that if you have a list of symptoms pointing to the same condition, patients may feel that they can only list one symptom and then not receive a holistic outcome to their problem due to having to choose one symptom. Dr Mufti informed that "1 problem" did not mean just 1 symptom. An example of what was meant was explained (i.e needing contraception, having a bad back, wanting medication for diabetes etc). The PPG felt that this should maybe be clarified a little better on the media displayed within the Practice. Danielle said she would get this amended. In addition, it was</p>	

	<p>requested that something similar be added to the online booking system. Danielle stated that she did not know if this was possible but would look into it.</p> <p>BP Machine in Waiting Area – See Agenda Items</p> <p>PPG Development – See Agenda Items.</p> <p>Cardiac Rehabilitation – At the previous meeting Dr Mufti agreed to ask our physiotherapist if there was anything that could be offered by way of Cardiac Rehabilitation. Due to Dr Mufti being away, this has not yet been completed. Ongoing.</p>	
<ul style="list-style-type: none"> Practice Staff Changes 	<p>Dr Mufti informed that we had employed a new nurse, new HCA and new visiting clinician (nurse). The PPG were also informed of the 2 new GPs starting. Danielle informed that Dr Meuwissens patients have currently been taken over by Dr Hutchinson until the new GPs start and then the patients would be allocated to one of the new GPs.</p>	
<ul style="list-style-type: none"> PPG Development 	<p>Following on from the Previous Meeting, John Wills had written to Tracey Cullington with regards to the Agenda and in this he suggested the need for a Chair and Vice Chair, however if this was not possible, it would still be possible to continue fundraising with smaller working groups.</p> <p>In addition, Kevin Atterbury had written into the Practice to propose an Agenda for this meeting and volunteer as Chair for the meeting. Kevin introduced himself and took on the role of meeting Chair.</p> <p>Danielle informed that in order to identify which key roles were needed for the board, the PPG would need to decide what it was they wanted to achieve as a group. The committee members were interested in the possibility of setting up coffee mornings, walking groups etc for those who may need to get out and may be a little lonely or just need someone to go with. The committee also expressed an interest in fundraising. With this in mind, it was agreed that the least that would be needed was a Chair, Vice Chair and Secretary and then potentially smaller working groups for different fundraising campaigns. Ian Andrews mentioned that there is a start-up plan in place in Grantham for an incentive called the "Mans Shed" and it was discussed that this could be used as a potential meeting location for coffee mornings.</p> <p>Discussion highlighted a shared view that the PPG needed a committee to be established. Kevin Atterbury stated that he would be happy to act as Chair as an interim measure until another Chair could be appointed. It was suggested that an AGM could be held in approx. 6 months time to formally appoint a Chair but until then Kevin should act as the Chair. This was seconded by a number of other committee members.</p>	

	<p>Julie Loveless agreed that she would be happy during the next 6 months to act as Vice Chair, Lara volunteered for the secretary position and Cristiane informed that she would be happy to take on a role covering publicity. Again this was seconded by a number of committee members.</p> <p>As a result of this a plan was agreed that the new Board members would hold a meeting on 06 February to discuss a way to move the group forward. Danielle would forward a link to the NAPP website and try to obtain details of Ancaster PPG members to see if any advice could be given by them.</p> <p>Danielle informed that she would ask Tracey Cullington to write out to all members of the PPG to ask for permission to pass on their contact details to Lara who would be sending out invites, minutes etc for future meetings.</p> <p>A question was raised about indemnity insurance for PPGs as well as having a treasurer to look after any money that was raised. This would be something for the Board to research when moving the group forward.</p>	
<ul style="list-style-type: none"> BP Machine and Fundraising 	<p>John Wills informed that he has been able to secure a place at the Morrison's Centre at a date to be arranged in the future for the purpose of fundraising. John has asked for volunteers to help with the planning and running of a fundraising event as well as any ideas that could be helpful. Discussion took place around the different types of fundraising including raffles etc. It was asked if the Practice could write to local businesses asking for donations but Dr Mufti informed she did not think we were allowed to do this, however the PPG could.</p>	
<ul style="list-style-type: none"> Any other business 	<p>Judith Argles informed that if Coffee mornings did start up, she used to work for St Barnabas, counselling people with life limiting illness and she would be happy to talk to those who are unsure of attending a setting such as St Barnabas.</p> <p>Danielle asked again for all in attendance to get in touch ASAP if they were able to help with any of the planning/running of the fundraising event. Details would then be passed on to John Wills with permission so work can begin. John will book a date in June for the event to happen.</p> <p>Jill Allen and Judith Argles gave their apologies for the next meeting as they would be unable to attend.</p>	
<ul style="list-style-type: none"> Date of next meeting 	<p>Wednesday March 21st 2018 at 6.30pm Please e-mail Tracey Cullington to let her know if you are able to attend. Thank you.</p>	