

**PPG Minutes of Drayton and Wootton Patient Participation group (PPG) on  
Thursday 23rd January 2020 at 5.30pm**

Present: Mary Ramsay (Chair), L.I, A.F, M.V, A.R, S.M, R.L, T.M, S.P,

Sandra Jordan (Retiring Practice Manager) & Daniel Ferrett (New Practice Manager). Dr Drake joined the meeting at 5.55pm and left the meeting at 7.00pm.

S.S was welcomed to the PPG and was attending as an observer with the aim of considering whether to join the group. Mary explained Code of confidentiality document which is needed should patient join group.

Pauline Cook, North Harbour Practice Manager attended meeting as observer

Apologies: Received from RT.

#### Minutes of the Last Meeting and Action Points

The minutes of the last meeting held on 28th November 2019 were accepted as a true and accurate record of the meeting.

Mary thanked the members of the PPG who assisted at the Flu Clinics.

Progress against the action points recorded at the meeting were addressed under Sandra Jordan's report.

#### North Harbour Feedback

An update was provided by SP on progress in establishing a PPG at North Harbour. SP has now been appointed Chair of the PPG and a way forward has been agreed. He thanked Mary for all her support and advice in setting up a PPG.

He noted that a student had been looking at PPGs in Wales and had concluded that a successful PPG required: an effective Chair, members committed to the PPG aims and objectives, support from the Practice Manager and attendance at the meetings by a GP.

He anticipated that the first meeting of the North Harbour PPG would be in May. Consideration is being given to the TORs and Code of Conduct and the process by which the PPG is 'sold' to patients.

Mary noted that the Drayton and Wooton Street PPG opted for TOR rather than a constitution as the latter would require an AGM and a treasurer. SP indicated that North Harbour PPG would adopt a similar approach to the Drayton and Wooton Street PPG.

Welcome to Daniel

Mary welcomed Daniel Ferrett to the meeting. Daniel is progressively taking over responsibilities as Practice Manager from Sandra before she retires at the end of March. Daniel gave a brief synopsis of his career to date before members introduced themselves.

#### Drayton Surgery Update and Action Points

Sandra, supported by Daniel, gave a surgery update (provided as a separate document). In addition to the comments made in the surgery update, the following points were also made. A date has still to be finalised for the TARGET session for reception training meeting. Daniel will liaise with Mary on the date so that she may attend and provide a patient viewpoint. (Action Ongoing, MR/SJ)

Sandra reported that E-Consult for visually impaired was outside of the surgery's control. As a consequence, it was agreed that this action should be deleted. (Action deleted)

With regard to the new telephone system, it was believed that the problems had now been overcome. (Action completed)

A 'meet and greet' with patients is planned for later in the year when there are lighter evenings. It was suggested that this could include other agencies such as Hants Fire, Age UK, etc. Daniel agreed to pursue further. (Action Ongoing, DF)

A final flu clinic will be held on Saturday 8th February 2020. Mary asked that members advise her if they are available to support the flu clinic. (Action All PPG members)

As a result of a question, Daniel confirmed it was possible to attach photos to an E-Consult submission.

SJ confirmed it was possible to run a report on non-attendees to appointments and agreed to consider displaying the information in reception.

Dr Drake confirmed that guidance on the Coronavirus had been received by the surgery but emphasised that the risk currently was considered low.

Terms of Reference

Mary noted that under the TOR, the Chair of the PPG should be elected by committee members annually. She confirmed she was prepared to continue as Chair and this was agreed by the PPG members. The term of office agreed now to be 2 years.

Mary noted that there were 7 patients on the waiting list to become members of the PPG. As a consequence, she proposed a change to the TOR so that if a member misses two consecutive meetings then at the Chair's discretion the member concerned could be asked to stand down from the PPG and a replacement sought. Mary agreed to propose the amendment to the TOR and issue to members for comment/agreement. (Action MR)

#### AOB and Dates of Future Meetings

Mary noted that the PPG meeting planned for the 28th May 2020 coincided with schools' half-term which may be an issue for some members. She therefore agreed to propose a new date which would avoid half-term. (Action MR)

During a discussion on the Surgery web-site, Daniel agreed to look at making improvements including establishing a more consistent and appropriate type font. (Action DF)

In closing the meeting, Mary thanked Sandra on behalf of the PPG for the support she had provided both the PPG and herself and wished her well for the future.

The meeting closed at 7.20pm

#### Action points

Daniel will liaise with Mary on her future attendance of Practice TARGET meeting. (DF/MR)

Patient Meet and greet session. (DF)

Flu clinic on Saturday 8th February 8.30 to 10.30. Group members to advise Mary as to whether they are available that day. (All Group members)

Flu clinic 8th February. Surgery to make available for distribution on day the Practice current newsletter and latest PPG annual report. (DF/SJ)

Patient DNA stats to be displayed in surgery waiting area. (DF/SJ)

Amendments to ToR to be circulated to group members for agreement (MR)

Practice website amendments (DF)

SS to advise chair as to whether she wished to become group member. (SS)