

The Hollies Patient Participation Group

Meeting

Wednesday 9th December 2015

Minutes

Present: Judy Bizley (Chair); Mike Loughlin (Deputy Chair); Pam Coates; Angela Taylor; Christopher Armes (Secretary); Terry Dixon; Patrick Harding; Walter Hirst.

Nicola Simpson (Practice Manager), Richard Harvey (GP)

1. **Apologies for Absence:** Sylvia Harvey; Tom Baker, Ernest Shooobridge.
2. **Minutes of last** meeting held 21st September 2015.
3. **Matters arising.**

Building snagging to be carried out after decoration completion. (Chris/Terry/Nicola)

Intercare, ongoing after decoration completed. (Nicola)

4. **Feedback from The Hollies:**

Hollies decoration ongoing, works back on track.

Real CQC visit could still take place before Christmas.

Dr Harvey explained “*named GP*”, and confirmed all patients now have a named GP. Still some concern regarding administration. Wall poster displayed in Reception explaining named GP.

Record sharing also explained by Dr Harvey, and Evening Hub patient appointments at other close Surgeries. Confidentiality concerns local Sheffield initiative only;

“*Exclusions*” explained, and again a basic noticeboard poster to clarify to patients.

Action: *The PPG to plan a possible future PPG event.*

5. **Feedback from the PPG sub-Group:**

Self-Care Week 16-22 Nov. 15. Mike discussed his comprehensive report of the event.

Confirmed Leaflet required for the next event to pass out to patients on arrival to explain the event and give them time to digest reasons for it, and on leaving being more informed to become more engaged with the presentation.

Action: 1. to repeat Self Care Week in 2016.

2. Pharmacy 1st Leaflet to be promoted proactively.

Missed from report: Mental Health action from TheHollies: counselling and CBT now in house at The Hollies. (A big plus, a direct result of The Hollies Development Program.)

PPG Notice Board. Feedback from all required for board priorities. What's best to display?

(Mike suggested to include: Self-Care Week feedback notice, and Virtual PPG notice required regarding RECRUITMENT.)

Patient Non Attendance for appointments. Judy and Nicola fed back from the comprehensive work done by Ernest on Non Attendance data. Long discussion resulted on how best to create an impact to patients: **Please Keep Appointments (or tell us if you are not coming!).** Present the COST to The Hollies of non- attendance; and the potential COST to other patients who may have to delay 24hrs before seeing a practitioner. No pattern for non-attendance was detectable from the statistics, and more work may need to be done. Dr Harvey stressed this is an important issue for The Hollies but care to be taken not to blame patients when they may have had good reason to miss the appointment.

Virtual PPG Questionnaire. Currently, there are 14 members of the Virtual PPG. There were 4 respondents to the questionnaire,sonot enough to draw conclusions. However,they representeda wide age range, and perspectives from a carer and a disabled patient, so were still useful replies. This VPPG requires revisiting and expanding. Within this feedback area the subject of Expanding Patient List, with its attending benefits to the Practice, was aired: "How can we advertise"? (for more patients).

PPG Action Plan. Judy suggested we keep the action plan format attached to help co-ordinate our work and so we have a clear record of our achievements. It was agreedwearegoing in the right direction, and Dr Harvey and Nicola felt the PPG has achieved a lot this year.

6. **N.A.P.P. Document.** (Seen as a toolkit, and guideline).

Mike believes we are well into this guide, which was written in 2009.

Dr Harvey suggested that the background is changing and developing all the time.

Nicola considers we are working very hard as a group, and going in a good direction.

Patrick suggested having discussions with other surgery PPGs.*Terry* already introduced a Mosboro' PPG member to Nicola.

Action: The PPG would consolidate the work they have done in 2015, and would focus on events like the Self Care week event.

7. **New name for PPG.** Mike discovered via the NAPP that 1000s of PPGs have changed their name and the name PPG is generally not liked throughout the country. It was agreed at the meeting that The Hollies PPG too should change our name. Mike will email spreadsheet sent to him by the NAPP of other practice names (for PPG). This will prompt us to consider another title for The Hollies.
Action: Feedback to Mike please regarding choice of new name.
8. **Chairing Arrangements.** Judy has expressed her wish to step down as Chair at the 2nd anniversary of her acceptance. She will chair the next meeting in March 2016, with hand over for the June meeting.
Action: All to consider nominating a successor to Judy in the next few months for discussion and agreement at the March meeting. (Mike has already shown interest as present Vice Chair, to step up as Chair, but if appointed, another volunteer would be needed as Vice Chair.)
9. **Date for 1st PPG meeting of 2016. Monday 7 March at 6.15pm was agreed.**

10. **AOB.** We must Review our Constitution at next meeting. (Due Nov 2015)

Mike in the Chair until end Jan 2016, as Judy is out of the country.

Chris feels that it is very important to promote the Hollies Web site with all its patient beneficial links to smooth the patients experience of the Hollies, and for all, better health.

JB/ML/CA