



Three Shires Patient Participation Group MEETING

Date: Thursday 21st June

Venue: Marshfield Surgery

Present: Ruth Bridgens, Dawn Brooks, Mike Hatch, Sarah Williams, PG, Janet Spence, Maureen Hurcom, Jean Purnell, Mandy White, Dr Richard Prince, Dr Richard Greenway.

1. Apologies and Introductions

Sara Penellum, Jackie Vincent, Mel Seaman, Carmen Bradley, Patricia Robinson.

The Group needs to encourage representation from Colerne and Wick.

2. Minutes of 17.4.18

Approved and signed.

3. Matters Arising

a) Meeting confirmed that Janet Spence would chair PPG meetings and Mike Hatch would act as secretary until the PPG AGM in March 2019.

b) All other items on agenda.

4. Terms of Reference

Aims and objectives agreed; under Group Membership, virtual Patient Reference Group contactable by email only; under Guidelines, venue for meetings to rotate between surgeries; under Review, terms of reference to be reviewed annually; PPG minutes to be posted on Practice website. Terms of reference agreed once changes made; final version out with minutes.

Action: Mike

5. Partner's /Practice Manager Update

a) The telephone system across the Practice is being upgraded. This will future proof the Practice and enable better access to technology: switchover to the new supplier to begin end August, start September and cabling work at surgeries is underway.

b) Patient access on the website has been updated; the Practice cannot make changes if there are problems with the system, if there is a problem the system provider number should be contacted.

- c) Marshfield, Wick and Colerne are all being updated in relation to any fire risk on those premises.
- d) New NHS initiatives; i) rapid access to physiotherapy for muscular-skeletal issues, ii) pre-diabetic call-up in letters to be sent to people at risk of developing diabetes, iii) catch up MMR programme announced for 19-25 year olds who have not had the full immunisation programme.
- e) General Data Protection Regulations (GDPR); the new regulation is an EU directive; though it came into force on 25.5.18, it has not yet been incorporated into British law. In current form it is not specific about patient data, clarification needed when brought fully into British law post 'Brexit'. Three Shires privacy notice is on the Practice website.

6. Carers

The Practice has received a silver award for work with carers and patients living with dementia and their carers, part of a local initiative from the Carers Support Centre. Each Practice has a Carer's Register. Three Shires wants to aim for a gold award next year. The Practice is reviewing some internal matters to improve carer awareness; it was agreed that the PPG could help by meeting people at flu clinics in the Autumn and making sure that information for carers is always visible in Practice waiting rooms. Running a health event for carers might be another activity in future.

Action: Mike to coordinate

7. Patient Questionnaire (Draft)

Having looked through the questionnaire, the concern was about what we would be trying to achieve with it and how it should be presented to the patient population. Would it be better to ask patients what they wanted their PPG to be doing?

Action: Janet and Mike to review/revise

8. AOB

Discussion about how the PPG should publicise its existence; could the PPG have a gmail address?

Action: Pam to investigate

Seek Colerne representation.

Action: Mandy speak with Dr Morley

Decided not to have photos of PPG members in surgeries at this stage. Publicise PPG in patient newsletter and on Practice website, minutes and terms of reference to be added.

Action: Mike and Mandy

9. Date Future Meetings

Thursday October 4th at 6pm at Pucklechurch

Tuesday December 4th at 6pm at Marshfield

First Annual General Meeting of PPG Thursday 21st March at 6pm at Wick.