



Minutes of Patient Participation Group (PPG) Meeting

Held on Tuesday 28/2/17 at Central Canvey Primary Care Centre

Those Present

Tina Packman - Practice Manager (TP)

Dr Ana Linacero-Gracia- Partner (ALG)

Dr R Ramoutar – Partner (RR)

Samantha Baulch - Senior Administrator (SB)

James Rhind (JR), Norman Crampton (NC), Josephine Johnson (JJ), Pauline Hall (PH), Barbara Adams (BA), Lorraine Thorpe (LT), Jennifer White (JW), June Gregory (JG), Joye Sessions (JS), Keith Horsman (KH), Val Senior (VS), Lee Sayer (LS), Karen Sadler (KS)

Action
<p>1. Welcome and Introductions</p> <p>TP welcomed everyone to the practice's first Patient Participation group meeting. Everyone gave their introductions and PH gave her apologies for leaving early and would like to join the group once her hearing problem has resolved.</p>
<p>2. Purpose of a PPG</p> <p>TP explained the purpose of the group was to improve communication between the practice and its patients and contribute to the continuous improvement of services provided by the practice and the quality of care delivered. TP asked that the meetings are not used to discuss individual health problems or complaints.</p>
<p>3. Roles within a PPG</p> <p>SB advised that the group would need a Chair and a Secretary to organise meetings and record minutes.</p>
<p>4. National Association of Patient Participation (NAPP)</p> <p>TP explained this association is for the support of PPGs and once registered the group will receive a support pack. Further information is available on their website www.napp.org.uk.</p>
<p>5. Aims of a PPG</p> <p>TP explained that the aim of the group should represent the practice population and to work alongside the partnership and practice staff to help improve services to patients.</p>



6. Actions for next meeting

TP advised that at the next meeting the group would need to appoint roles, agree terms of reference and agree an action plan.

JR said he is happy to take on the role of Treasurer.

7. Questions | Any other Business

- i. NC asked if we were taking patients as he had a pregnant relation who was having difficulty getting registered at a practice. TP advised that we had temporarily ceased registrations to ensure that we can continue to provide quality care to our existing patients. TP explained that since taking on patients from the Leigh Beck surgery the practice have been advertising for a GP without success. The practice are pleased to retain a long term GP Locum to provide continuity of care who has been with the practice for over a year. However Locums are a financial strain on GP practices and therefore we need to secure a permanent GP. TP also advised that other practices in the area were accepting patients.
- ii. JJ asked if we can inform patients when changing repeat medications as she had some items that were changed without warning. ALG advised items may be changed from a brand name to a generic and we wouldn't normally advise the patient in this instance if it's the same medication. JJ advised that it was not medication it was another prescription item and the alternative is not suitable. TP agreed that patients should be informed when items are replaced and apologised that she wasn't. The practice have made changes to comply with local CCG guidelines.
- iii. It was mentioned that some patients had difficulties getting through to the practice by telephone and didn't get any response when trying to get results. SB explained that there is a voicemail on the results line and encouraged patients to leave a message and these will be picked up and calls returned.

8. Date of next meeting Tuesday 28th March 2017 at 6.30pm

1. Actions for next meeting

Appoint roles

Agree Terms of reference

Agree Action Plan