

Minutes of Patient Participation Group (PPG) Meeting

Held on Tuesday 26th September 2017 at Central Canvey Primary Care Centre

Those Present

Tina Packman - Practice Manager (TP)

Samantha Baulch - Senior Administrator (SB)

Norman Crampton (NC), Barbara Adams (BA), Jennifer White (JW), Tom White (TW), Jim Rhind (JR), Lee Sayer (LS), Karen Sadler (KS), Paul Senior (PS), Ashley King (AK), Samantha Glover (SG)

	Action
<p>1. Welcome and Introductions</p> <p>KS welcomed everyone to the Patient Participation group meeting. Everyone gave their introductions.</p> <p>Apologies given for Josephine Johnson</p>	
<p>2. Agree Minutes of previous meeting</p> <p>Minutes of previous meeting not discussed, but no rejections received to practice by email or in person.</p>	
<p>3. Proposed Changes to The Central Canvey Primary Care Centre:</p> <p>Ashley King and Samantha Glover from the Clinical Commissioning Group introduced themselves and explained why they were attending the meeting.</p> <p>AK & SG gave a brief talk about the proposed changes to the building which should be taking place at some point during Spring 2018. At this time NHS England are still in talks as to how to allocate the funds within the building but the GPs are to remain on the first floor and most of the changes will be made to the ground floor</p> <p>LS asked if they can confirm that the changes are to include the moving of the X-ray department at long road to the Central Canvey PCC.</p> <p>AK confirmed that it is the plan to move all services from the Long road clinic to the Central Canvey PCC.</p> <p>AK confirmed to BA that there should be minimal disruption of services to the building during the remodelling.</p>	

SG explained that at this time we are uncertain as to what services will be offered at the Central Canvey PCC but the needs of the community are being discussed at Multi-disciplinary Meetings (MDT) by key medical and social workers.

LS discussed issues with regards to the extra parking spaces that would be needed and the fact that the car park area is not being used only for the patrons of the Central Canvey PCC.

NC asked if the field area at the side of the building could not be utilised for extra parking.

SB advised that field area and car park are owned by the council.

JW raised concerns that the disabled parking bays were being used by able bodied people.

SG has agreed to update SB by email with any new information on the progress of the build and SB will pass this information onto the PPG member via email.

JW asked what changes will be made at the Island Surgery.

TP explained that the changes will mainly be to the reception and admin areas. At present we have two administration offices and there are plans to make a bigger area to accommodate all administration staff. There are also plans to make changes to the reception area separate from the current administration area.

4. Any Other Business

LS Advised the group that he has recently been in touch with NHS England regarding the lack of interest shown by younger people with regards to Patient Participation Groups. Lee feels that as a group we should be concentrating in getting younger members to join our group to help our surgery and wider community.

LS Suggested several options on how this can be accomplished. Including the possibility of joining other PPG and visiting schools, playgroups, collages etc.

TP asked what ages we should be approaching. The group agreed between 16- 30 years.

LS suggested that we could put flyers up in the youth project centre to attract

teenagers.

TW suggested sending email message to patients.

TP advised that it would be better to send SMS text messages as we have more Mobile phone numbers on record than email addresses.

SB will send messages to all 16 – 30 year olds to invite them to join our group.

BA suggested putting flyers into the Mother and Baby Groups.

JW suggested flyers in the weigh in centres. And asked if we could put our flyers onto the notice board down stairs.

TW advised that we should not put too much information on the flyers/posters to keep the readers curious as to what the meetings are about.

TP asked if any members would be willing to hand out flyers.

LS suggested that we should try an alternative way to the Friends and Family Test for getting patient feedback.

TP advised that any questions would need to be specific.

JW suggested that a brief questionnaire could be added to the patient newsletter and left in reception on the chairs for patients to complete.

NC suggested a suggestion box.

TP advised that we have one already and it is located at reception.

KS advised that we should have a specific question that we want to ask so that we can repeat the questionnaire after changes have been made to the practice. Then we will be able to see if the patient response is better. KS added that it is difficult to make changes when the service already provided is very good. NC agreed and spoke from personal experience that his concerns were dealt with efficiently.

KS asked if the surgery could spare room on the notice board for the group to use.

LS informed the group that he has previously arranged a colour coded information board for other health professionals to help with the lack of sign posting in healthcare. SB asked if lee would be willing to arrange a notice area for the group. LS happy to arrange and plan and will contact SB in due course to arrange setting up the new PPG information area in the waiting room.

JW asked if there was a complaints procedure for patients to read on the notice board.

TP pointed out the complaints information poster on the notice board. TW said that the poster is difficult to read as it is on a purple background.

SB will change this.

JR advised that some of his medication is in packs of 28 and some is in packs of 30. Therefore he is getting surplus of the 30 tablets every month.

TP advised that the surgery will look into this and will arrange for the prescription clerk to get patients medication into line.

TP informed the group that we now have a community pharmacist working at the surgery every Wednesday who will be happy to help with any medication reviews or queries.

KS offered the position of Chair to any members who are willing to take up the post.

END OF MEETING

Date of next meeting 21st November 2017 - 18:30pm