

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) HELD ON
11TH OCTOBER 2011

PRESENT:

PATIENT REPRESENTATIVES:

MR PETER BUTTERS – PB
MRS ELIZABETH JACKSON EJ
MISS ROSEMARY REBO - RR
MR ANDY WAGNER – AW

PRACTICE REPRESENTATIVES:

SUE ROBERTS - JSR
DOT LAWTON - DL
NICKI ROGERS - NR
DR A D BIRCH

APOLOGIES: NONE

RESIGNATIONS: NONE

Minutes of Previous Meeting

Read and agreed

New Members

SR informed meeting that 2 patients had sent forms to practice to join the PPG, but due to previous commitments they have both sent their apologies.

Action DL to send copies of minutes of this meeting with an invitation to attend the next agreed meeting.

SR said she had also had 2 forms back from patients who would like to be virtual members.

AW asked meeting if everyone was happy with the minutes of the previous meeting All present agreed they were happy with the minutes.

Actions from previous meeting

SR asked if everyone was happy with the designated notice board for the PPG and its contents.

SR thanked RR for the poem which had been put in the Practice Newsletter. SR asked RR if she would like to give the practice another poem which SR will put on the notice board and onto the website.

It was suggested that the minutes from this meeting could be emailed to the members who have access to emails.

AW suggested that the Group should have a logo for their paperwork. After discussion it was agreed that the logo on the PPG notice board would be adopted for the headed notepaper.

PPG Terms of Reference and Ground Rules

Copy attached to agenda.

AW asked meeting if they were happy with the attached proposals for the Reference and Ground Rules. All agreed they were fine.

Patient Questionnaire

AW asked meeting had they had any ideas having read copy of questionnaire given to each member at previous meeting.

JW who was not present at this meeting had sent some ideas to the meeting.

Q13 needed to state wait from booked appointment time, not from when patient arrived at practice.

Q23 felt not needed.

Did the questionnaire need a question regarding the HCA as the questionnaire had questions regarding the Practice Nurses.

AW said he was happy with the questionnaire, there was not too many questions.

EJ felt that some questions needed trimming down.

PB was happy with the questionnaire.

RR was not happy with the ethnicity question and felt there should be more ethnic variations.

AW told meeting that the list of ethnicity was a normal list.

SR said it would be a good idea to work in conjunction with other practices to have questionnaires that can show a comparison to within area. SR to discuss with Patient Dynamics questionnaire and Practice Managers in Ellesmere Port.

RR asked how would the questionnaire be distributed. SR said one way would be if members of the group donated some time to come into the practice and distribute and help patients complete the questionnaire.

NR would be happy to take part in helping patients fill in the questionnaire. SR would be happy to supply PPG members name badges to identify them to the patients. SR when survey completed results would be posted on the Website and paper copies would also be available.

Presentation – Dr Birch Health and Wellbeing

The Commissioning Consortium have to have a Health and Wellbeing Board in place by April 2013. This will be a subsidiary of Cheshire West and Chester. It will have an interest in all areas. It is a known fact that health is affected by factors such as housing, police, transport, environment and quality of local services. It is a known fact that Ellesmere Port and the Lache have high deprivation.

SR gave meeting copies of 5 Ways to Health and Wellbeing. Dr Birch told meeting that addressing these 5 Ways would go a long way to preventing ill health.

The 5 Ways are:-

Connect With the people around you with family and friends, colleagues and neighbours. Not to live in isolation.

Be Active Go for walks, cycle, gardening. Exercise makes you feel good. You may also discover a physical activity you enjoy.

Take Notice Notice changing seasons. Be aware of the world around you and what you are feeling. Reflect on your experiences that will help you appreciate what matters.

Keep Learning Rediscover an old interest. Set a challenge you will enjoy achieving. Learning new things makes you more confident.

Give Do something nice. Join a community group. Join a PPG.

Evidence shows that building on these actions into your daily life can add 7.5 years to your life.

Dr Birch informed meeting that Alison Paul would be happy to give a talk to the Group. Claire Wildgoose is setting up the Health and Wellbeing Board. Members of the Group agreed a meeting with Alison Paul would be of interest. RR felt preventative medicine for healthy people was a good idea, but would not help depressed people. Suggested may be holding relaxation and distressing classes could be held at the practice. Ian Linford is giving a talk on Tuesday, 18th October, 2011 at Stanlaw Children's Centre. Action RR to attend meeting and report back to Group at next meeting.

Flu Clinics

PB asked if a date had been arranged to hold a Saturday flu clinic. SR informed meeting that the practice would not be holding a Saturday clinic this year as the practice felt it would have been too short notice to have been beneficial. SR to arrange a Saturday flu clinic next year by advertising earlier. PB asked if the doctors gave flu vaccinations, SR told meeting all Doctors, Practice Nurses and Health Care Assistant gave flu injections.

Date and time of next meeting: Tuesday, 8th November, 2011 at 6.30pm.

Meeting called to a close.

Old Hall PPG - Ground rules

- This meeting is not a forum for individual complaints and single issues.
 - We advocate open and honest communication and challenge between individuals.
 - We will be flexible, listen, ask for help and support each other.
 - We will demonstrate a commitment to delivering results, as a group.
 - Silence indicates agreement – speak up, but always go through the chair.
 - All views are valid and will be listened to.
 - No phones or other disruptions.
 - We will start and finish on time and stick to the agenda.
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Terms of Reference

This PPG will:

1. contribute to practice decision-making and will consult on service development and provision;
 2. provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary;
 3. serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's viewpoint;
 4. assist the practice and its patients by arranging voluntary groups/support within the community;
 5. communicate information about the community which may affect healthcare;
 6. give patients a voice in the organisation of their care;
 7. promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
 8. influence the provision of secondary healthcare and social care locally;
 9. monitor services, eg hospital discharge and support when back in the community;
 10. give feedback to NHS trusts on consultations;
 11. fundraise for medical equipment or other facilities to improve the practice and/or fund the activities of the PPG; and
 12. Liaise with other PPGs in the area.
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