**Thorndike Medical Centre Patient Participation Group Minutes of meeting held Saturday 10 September 2016 (no. 55)**

**Present** :

John Belfield - JB

Elizabeth Boucher - EB

Rose Dillon – RD

Dr. M. Ojedokun - MO

Graeme Brown – GB

Nicola Porter – NP

Mary Jefferies - MJ

  **ACTION**

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|  1. | **Chair’s Opening Remarks**JB opened the meeting by highlighting the role that Dr. Farghar has taken in promoting organ transplants this month: she had an article in Medway Matters and was on local television unveiling an art installation at Medway Hospital, entitled, “The Gift of Life”. She spoke eloquently.He reflected that there is nothing in the surgery to celebrate either the national initiative on organ transplants, or the role GF has played in its promotion locally. It was agreed that the “Medway Matters” article should be laminated and put into the waiting room for patients to see. NP will locate the article and pass to the surgery.JB has been in touch with two people who are interested in joining the PPG. Two or three others may attend the AGM. MO (and possibly NP) is attending the Kings School shortly and will try to recruit a 6th-former to join the PPG. | NPMO/NP |
|  2. | **Apologies**Received from AW, AS. |  |
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|  3. | **Minutes of Last Meeting**Reviewed for accuracy and agreed as a true and accurate record.JB offered thanks to RD for taking the minutes over the past year. |  |
| 4. | **Action Log**12.3.16 9i items have been identified for the Autumn Newsletter.JB will follow up publication.The following items were closed:11.6.16 Publicity for Medway mile Parish interest in PPG membership Surgery staff commitment obtained for AGM13.8.16 Photo for case study obtained, case study published Physical activity buddies Pledge to promote healthy living Analysis of current survey | **JB** |
| 5.  | **Diabetes Prevention Programme**GB met Dr. Moore yesterday, having identified several strands of activity on this subject.* Lifestyle survey: analysis completed, results e-mailed to members and tabled today. GB highlighted two significant findings. RD to post on PPG noticeboards. LM to be asked to post onto webpage.
* Physical activity buddies: JB was able to evidence the HCAs distributing these notices.
* Better Medway package to be condensed into one sheet and placed on surgery website, to be downloaded as required.

GB and AM meeting Tessa Attwood, Medway Public Health, on 30.9.16 to do this.* Medway Diabetic Group is progressing A network is being established to start a local group.

JB thanked GB for this excellent piece of work.Discussion on this item was extensive, given the amount of work GB has done. MO asked him to do a plan of this activity for the GPs and to attend a Monday GP meeting to get “buy in” from all of them.She also wondered whether surgery staff might gain sufficient confidence in their pledges, eg walking at lunchtime, to include patients. It might be helpful to appoint a lead within the surgery on local physical activities.This prompted further discussion about communication channels within the surgery. MO suggested that a half-day session should be run by the PPG on all their activities, to inform all staff. Otherwise, only the GP representative knows about the one PPG meeting they have attended. GPs do not have the whole picture. Alternatively - or in addition - the PPG could have a spot at the beginning of the meetings, as medical reps do, rather than being present throughout.ACTION AGREED:1. NP to arrange for relevant websites to be signposted on Jaydex.
2. GB/AM to attend a Monday morning meeting late October.
3. Survey results to be uploaded onto PPG website and

Noticeboards.1. GB to pursue the possiblity of identifying a “lead” person within the surgery (maybe an HCA) to promote local activities with patients.
 | **RD****RD/LM****GB****MO/TB****NP****GB/AM** **LM/RD****GB** |
|  7. | **AGM**Practical arrangements were discussed. Tea/coffee/biscuits to be provided by the surgery. NP, supported by EB, will take notes and ensure AGM notices are removed from the boards after the meeting.Map of surgery layout to be produced for the noticeboard, NB.With regard to the election of a chairperson, RD asked JB why he felt he could not continue in the chair and whether he would temporarily, in the absence of any nominations for a new chair. JB explained that he feels his powers of negotiation and motivation have run out over three years and the role needs fresh impetus. He referred to a number of initiatives proposed by the PPG which have not been pursued. He confirmed his wish to stand down as chair and remain as a member of the group.JB further explained that his role had been to be absolutely supportive of the surgery through the office manager and the practice manager. As chair, it was necessary to gain the confidence of the surgery staff, acting as a “sounding board” sometimes for sensitive issues. The chair attends the Medway Chairs meetings, which lead to further involvements across the area.Agreed that RD will draw up a protocol for a rotating chair system for the AGM. If there are no nominations, the chair will rotate each month, in alphabetical order.NP proposed a big vote of thanks to JB for being an excellent chairperson over the past three years. | LMNP/EBLMRD |
| 8. | **Medway CCG**There is a lot of activity currently and NP briefly mentioned them:* New Medway “House of Care” to be shared with patients. This will described how health care is provided and managed.
* “End of Life” project re-established. Becoming a big piece of work, with aim of publishing outcomes by 1 April 2017.
* New Primary Care Commissioning Committee established, NP chairing. This will look at the delivery of primary care.
* The workstream Patient Experience, Patient Engagement and Communication has been re-established.
* GP contacts are being reviewed.
* There is a PPG Chairs meeting on 6 October. The focus is the quality of GP care.

NP also asked for volunteers to help in procuring a new GP service in Medway.The “listening posts” will be held before governing body meetings, next one is at midday on 28 September. The Governors will meet at 1 pm and the AGM is at 3 pm. |  |
| 9. | **Surgery News**Staffing: Maureen Tubby, new HCA, starts on Monday 12th September. Lisa Earl, Phlebotomist, is leaving at the end of October. Her replacement, Nancy Anderson, will start on 10th October 2016.Flu letters are being posted out to patients.‘Flu’ clinic volunteers:Saturday 8 October RD,NP,MJSaturday 15 October GB, JB, EBAgreed that PPG members should distribute the following to patients:  - PPG leaflets* Physical activity buddies
* Organ donation
* Additional survey forms (healthy lifestyle only, GB to pass to LM)

Queue walking: surgery requested that the queues are “walked” again, with the minor illness leaflet, to try to reduce the queue. JB reported that he had been in the early morning queue on three occasions in the past two weeks, when there had only been around 12 people. He had spoken with the others and most were happy to see an ANP/HCA.RD reported that a PPG badge is missing (possibly from the survey work last month). Please return to LM if you should have it!NP requested that a specific place should be identified for PPG material in the office, as she had come in to do the survey last month and was unable to find copies. | ALLALLLM |
| 10.i.ii.iii. | **Focus Groups***Communications:*  JB to follow up with EC.*Health Promotion:* to continue as is, plus organ transplants.*Surveys:* covered above. Further surveys to be distributed at flu clinics. | **JB** |
|  11.  | **Date of Future Meetings*** **AGM:** Thursday 22September 2016, 2-4 pm
* **October meeting CANCELLED** for flu clinics, 8 and 15 October 2016.
* **Next Business Meeting**: Saturday 12 November 2016, 9.30 – 10.30 am. GB apologies. RD to chair. PW to return?
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