**Thorndike Medical Centre Patient Participation Group Minutes of meeting held Saturday 13 August 2016 (no. 54)**

**Present** :

John Belfield - JB

Ann Whybrow – AW

Rose Dillon – RD

Dr. P. Gilbert - PG

Graeme Brown (GB)

Lorraine Monk - LM

Andrew Stonham - AS

  **ACTION**

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|  1. | **Chair’s Opening Remarks**JB introduced AS as a new member of the group and introductions were made.The Chair’s activities this month are covered by the agenda.  |  |
|  2. | **Apologies**Received from EB, NP, MJ, EC. |  |
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|  3. | **Minutes of Last Meeting**Reviewed for accuracy and agreed as a true and accurate record. |  |
| 4. | **Action Log**JB took members through this, which had been updated by EC.First item: dates now identified to meet the staff in August. JB may be able to do the 23rd.The following items were closed: 9i. PG clarified that he has offered to research the issues around   PEARS and inform the CCG. Agreed that a leaflet was not  appropriate.3. Case study on member of staff completed, for distribution by  the surgery. The addition of photos is a possibility. Watts Almshouses fete and Medway Mile now achieved.5. Survey achieved. Note for surgery staff re. activity for patients done.6. Workplan updated and on noticeboards/website.8. Time has overtaken this item. | **JB****LM** |
| 5. | **Diabetes Prevention Programme**Case study: GB reminded those present that the purpose of this was to demonstrate that weight can be reduced with a positive impact on diabetes. LM will pursue the possibility of adding photo(s) of the staff member. Read for laminating and distribution in the waiting room for patients to read whilst there.Note for patients requiring physical activity: agreed that the surgery should arrange distribution to the clinical rooms and the waiting room, for patients who would like to be supported in starting some physical activity. Also agreed that this should be posted on the two PPG noticeboards.This subject prompted a long discussion about the various physical activities available in Medway. PG confirmed that the HCAs are aware of these, as is the Care Navigator.Medway Diabetes User Group: feedback tabled. AS expanded on this as he is a member of this group. He is willing to help to establish a local group. He has an information pack which he will pass to JB, for consideration by TMC. AS also agreed to make a list of resources for the information of patients.Minor Illness/Healthy Living Survey: a total of 67 have been completed and GB went through the preliminary findings. So far, around 15 people have been referred on to the surgery as wanting contact. HCAs will invite these people in. | **LM****LM****LM****RD****AS** |
|  6. | **Healthy Living Pledge**This item was initiated by Dr. Moore, whose e-mail had not been attached to the agenda, so LM spoke to it. (E-mail attached to minutes). Dr. Moore would like the PPG to pledge to take one action to improve their health, from 1 September, and to let her have this information (anonymously, if preferred). Pledges will be put up in the waiting room so that patients can see that we are all activity working towards healthier living. The PPG agreed to support this initiative. Please e-mail your pledge to LM, who will forward to Dr. Moore.  | **ALL** |
|  7. | **AGM**The timing of this meeting was reviewed, particularly as the clinical staff should be at the CCG meeting that afternoon. LM confirmed that identified surgery staff were committed to the afternoon, but the timing was changed to 2-4 pm. If nobody attends from the public, the surgery staff will miss less of the CCG meeting.It may not be possible to have a GP presenting, but LM will pursue this. In the meantime, AGM to be publicized in main and branch surgeries and website.The process for re-election of Chair and Vice Chair was confirmed as this was not rigorously followed last year. It is important that members nominate themselves or others to these posts, but first obtain the consent of the person concerned. RD will do voting slips with agreed names on, for the meeting. Please let her know if you would like to make a nomination.JB took an opportunity to inform the group that he will stand down as Chair at the AGM. He was thanked for his contribution over the past 3 years and he confirmed that he will remain a member (on the back benches?!). | RDRDALL**NB ALL** |
| 8. | **Medway CCG**In NP’s absence, PG reported on a meeting last Wednesday at Priestfields, where all practices were represented. This was regarding the future of general practice. The main theme was the government push to bigger organisations to deliver primary care. |  |
| 9. | **Surgery News**Staffing: Mandy Murrell has not come into post, so recruitment has been set up again. Sue Lakeman, with the surgery for 28 years, has decided to retire at the end of August. Louisa starts her nurse training and the beginning of September and she will be replaced.Appointments: at a whole staff meeting this week, the issue of how to educate patients was a focus. Appointments have been very short, worse in the summer because of GPs’ leave. Patients are not describing their symptoms truthfully in order to get urgent appointments. This is unacceptable. There were 45 patients waiting in the queue last week and LM asked if the PPG would “walk the queue” again with leaflets about minor ailments. This was agreed. JB raised a question about the planning of summer leave and expressed a view that the limited number of telephone lines did not help. LM confirmed that at last the telephone system is being upgraded. | ALL |
| 10.i.ii.iii.iv. | **Focus Groups***Communications:* August meeting postponed. Newsletter will be done remotely. JB will liaise with EC. PPG webpage now up and running, with links to documents listed. Agreed that photos of community events should be loaded on to webpage. GB will send Almshouses fete photo to RD for this purpose and NP to be asked for Medway Mile photo.*Health Promotion:* JB proposed we continue with the DPP and healthy lifestyle themes for the noticeboard.*Surveys:* Survey covered under item 5, above. GB will continue analysis for the next meeting.*Community Involvement:*Agreed that this virtual group will be discontinued, as it has not achieved its specific aims and community activities have been developed under the agreed work theme for this year. | **JB/EC****GB/RD****NP****GB****RD/AW/MJ** |
|  11.  | **Date of Future Meetings*** Saturday 10 September 2016, 9.30-11.30 am – AS apologies
* **AGM:** Thursday 22September 2016, 2-4 pm (please note change of time)
* **October meeting CANCELLED** for flu clinics, 8 and 15 October 2016.
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