**Thorndike Medical Centre**

**Patient Participation Group**

**Minutes of meeting held on Monday 10th December, 2018 (no. 78)**

**Attendees:** (P=Present, A=Absent)

|  |  |  |  |
| --- | --- | --- | --- |
| GB | A | KK | A |
| EC (Chair) | P | AS | P |
| SC  | P | AW | P |
| MJ  | A | PW | A |

|  |  |
| --- | --- |
| TB  | P |
| LM | A |
| GP | P |

**Non active members** (included in receiving communications)

|  |  |  |  |
| --- | --- | --- | --- |
| EB |  | SJ |  |

|  |  |  |
| --- | --- | --- |
|  |  | **ACTION** |
| 1 | **Introductions / Apologies** Apologies were received from GB, KK, MJ and PWKJ has now left the group having moved house |  |
| 2 | **Minutes of the last meetings**Business meeting of 24th September – the necessary amendments have been made and the revised minutes distributed.November meeting – 8.4 ii Suggestions for changes to the wording were made and the revised version will be distributed with the minutes from this meeting.TB. confirmed that the national survey takes place over the whole year. TB also confirmed that over the last 3 months there have been more doctor appointments available due to an increase in the use of locums |  |
| 3 | **Action Log**Items were closed or updated as noted in the revised log below. |  |
| 4 | **Surgery News**Staffing* A previous admin member of staff is returning to work at the surgery - she will be undertaking complex coding and registrations when the list re-opens
* An Advanced Nurse Practitioner has been recruited who will be able to assess, diagnose and prescribe – a start date is awaited

Rochester HubThorndike patients are being seen at the Hub and the CCG feel that, according to the size of the practice, Thorndike are not over using the appointments whilst some smaller surgeries appear to be doing so.There is an issue that the clinical staff at the hub can not use the referral system so for any patients requiring an onward referral an email is sent to the secretaries at Thorndike for them to complete the referral but there is not always enough information available for this to be done.There are high DNA rates on Saturdays and Sundays. |  |
| 5. | **Workplan 2018/19**Terms of ReferenceEC confirmed the final signed version of the Terms of Reference as agreed at the November meeting and previously distributed which will be signed and held by TB on behalf of the surgeryWorkplan 2018/191. EC confirmed the Workplan document as agreed at the November meeting and previously distributed and requested an opportunity to present this to the clinicians in the new year. EC to contact LM to arrange.
2. EC drew attention to the latest NAPP newsletter which included another PPGs success in working with their surgery to reduce DNAs by highlighting the number of patients who had attended or cancelled their appointments early rather than the negative number of DNAs. It was agreed to try this approach – EC to discuss further with LM/TB
 | EC/LMEC/LM |
| 6.  | **Sub-Group Updates***Health Promotion*1. No formal update but the notice boards have been updated recently
2. AW asked about the availability of the poster about safe use of antibiotics – AW to send an electronic version to LM to be displayed in the surgery and on the TV
3. EC to re-send the November NAPP newsletter to the Health Promotion group as there is a link to a Health Awareness calendar which may be of use

*Communications & Surveys*1. AW will attend the surgery to ensure patients are aware of the newsletters and to take the opportunity to update patient mobile numbers etc
2. AW to set up a Communications / Survey meeting early in the new year to look at the recent survey and the next newsletter in which items are to include DNA / number of patients attending, change of mobile numbers, coffee mornings
 | AWECAWAW |
| 7. |  **Dates of meetings for 2019**There was a general discussion about the need for and value of the PPG to the surgery – the PPG is valued but the group needs to know how to support the surgery and represent patients better. A Patient Participation Group is required both as part of the GP contract and the Care Quality Commission requirements but it is recognised that in the current national environment there is not much scope to make local changes .It was agreed that the monthly meeting dates would alternate between Saturday morning and a weekday – provisionally Monday at 5pm. EC to confirm that the group will remain quorate dependent on absent members other commitments. The provisional dates for the next 6 months are:* Monday 14th January : 5.00 – 6.30pm
* Saturday 9th February : 9.30 – 11.30am
* Monday 11th March : 5.00 – 6.30pm
* Saturday 13th April : 9.30-11.30am
* Monday 13th May : 5.00 – 6.30pm
* Saturday 8th June : 9.30-11.30am
 | EC |
| 8.  | **Date of Next meeting**Monday 14th January at 5pmApologies: SC |  |