

## EAGLE HOUSE SURGERY

### Patient Participation Group Steering Group

Notes of meeting 07.04.15 5.05 pm

Present: Mike Lofthouse, Adrienne McIntosh, Lynn MacGrath, Sarah Dummer-Wade.

1. Apologies

Were received from Sylvia Hixson-Andrews, Hilary Over and Keith Harrison.

2. The Practice Manager (SDW) distributed copies of the annual report on the PPG, a version of which will be available on the practice website. The production of this report is a requirement for the practice and covers details of PPG membership and activities; it relates closely to the PPG Action Plan. SDW commented that the demographic breakdown is not reflected in the patient usage of the practice. This led into a discussion regarding the recruiting of possible new members for the steering group, and the most suitable opportunities presented to try and do this.

3. As last year, we started to work towards a rough timetable for a presence at the surgery (and possibly the Camp) during National Patient Participation Awareness Week (1<sup>st</sup> – 6<sup>th</sup> June) in order to talk to patients attending the surgery about the group and hopefully increase our membership. It was agreed that during that week, we would try and focus on a younger age range, if possible, due to the age profile of the current group being older. ML commented it was not ideal to be ruled by the tick-boxes, but SDW commented that it was good to show we had made efforts to be inclusive.

AM commented that the Bank Holiday closing date was not up yet on the EH website and only 2 weeks' appointments were available to book online. SDW to email PA regarding the Bank Holiday dates and to ensure appointments will be available further in advance.

SDW mentioned the possibility of the surgery having an automated telephone system, so as to help the reception staff, as the phones just continue to get busier. A general discussion then took place regarding the level of telephone traffic, usefulness of telephone systems with options in this situation and also patients booking appointments at quite short notice, due to having run out of regular medication.

SDW pointed out that EH is a high-achieving QOF (Quality and Outcomes Framework) practice and is justifiably proud of this record.

#### Action Plan

We discussed the level of membership of the virtual (reference) group, which currently stands at 3%. LM to email KH as PPG Liaison in order to ask if he could say how this compares with other groups.

We discussed use of the practice newsletter and also the possibility of creating links with Whitecliff Mill practice. SDW will contact Chloe Mutton re point 9 on the action plan and will also update the plan to apply to the coming year.

The Health and Well-being event and the 40-75 health checks were identified as opportunities to try and recruit more members to the group, along with the PPG awareness week. During that week, the sessions to target appear to be Mon 15.30 – 19.00, Tues 13.30-19.00, Weds afternoon and Thurs morning, also Mon morning at the Camp; AM volunteered for Monday evening, SDW will ask KH if he is able to give assistance. This will be discussed again at next month's meeting.

ML to check if posters are available to give the waiting-room a different appearance.

SDW asked for group's views on Health Information television screens in the waiting room, as a substitute for the radio use at present. (The idea being to provide some "cover" for confidential conversations at the reception desk).

Any other business;

- Date for possible AGM was discussed. ML suggested the members of the virtual group should be invited as well.
- Regarding prospective new members: if someone feels they know a person who is a current patient at the practice and who would be suitable for/interested in the group, the conversation they have about it should be relate to the Terms of Reference, in order to ensure that people are focussed on the right goals of helping in developing the practice and its services.
- AM has sourced a possible supply of "ICE" (In case of emergency) information pots, for use of patients and will try to acquire a number of them.
- ML to attend the Health Focussed Community Groups meeting on the morning of 6<sup>th</sup> May, AM to attend the North Dorset PPG Network event in the afternoon of the same day.
- SDW to email PA to notify the reference group about the afternoon meeting and pas on the response to KH.
- A reminder that PA can be emailed direct about any IT queries.
- There is to be one mail-out per year to the reference group members who don't have email. If anyone has suggestions, could they bring them to the next meeting, please?

Action points:

1. SDW to email PA to amend BH closing dates on EH website.
2. SDW to more appointments available on the online system.
3. SDW to talk to Chloe M re point 9 of action plan & also to update the action plan.
4. SDW to ask KH if he is will be able to help with National PPG Awareness.
5. ML to check re4 posters for waiting room for above.
6. AM to try to acquire stock of ICE pots.
7. LM to email KH re member ship level of virtual groups at other PPGs.