

**Minutes of the Wish Park Surgery Patient Participation Group AGM held on Wed 8<sup>th</sup> Jan, from 1.30 – 3.00 pm.**

**1 Present:** Sylvia New (chair) Richard Allden, Edward Clay, Mark McKaig, Joan Morgan, Eileen Odem, Sanket Patel, Chris Redknap, Richard Spong, John Kapp (secretary)

**2 Apologies:** Jenine Milburn, Madeleine Sailani

**3 Minutes:** of the meeting of 4.12. 2013 accepted. **Action; Sanket** to post on the website.

**4 Matters Arising:**

**a) PPG meeting times and days:** The majority of people who attended the Wine and Cheese event on 13.11.13 preferred evenings. Sanket said that there was no problem with this. It will be taken into consideration for the meeting after next, when we will not need to fit in with the regular practice staff meeting times.

**b) Membership:** Current 34 listed incl. 3 care home managers; but some addresses are failing; the list raises issue of Patient Confidentiality: **Action; Sylvia and Edward** to update list with help from **Sanket. John** to remove list from his computer.

**c) Parking at the new surgery:** The group is extremely concerned about issues of access for all patients. We accepted the paper by Richard and Edward and recognised the need to get prompt attention by the Council: **Action; Edward and Richard** to update paper and **Edward** to arrange meeting on the PPG paper of **Committee members** with Wish Councillors, Garry Pelzer Dunn and Anne Pissaridou.

**d) Practice website:** It has been agreed that 'More pages' should be changed to read: 'Patient Participation Group.' **Action; Sanket**

**e) Photograph** of the new committee was taken to be put on future posters and website. **Action; Sylvia and Sanket**

**5. Chair's Report:** Sylvia presented the annual report on 2013. It was accepted with enthusiasm and will be posted on the website. **Action; Sanket**

Summary points are:

- This is an important, exciting time to be part of the PPG.
- The improved IT system has great potential for improving practice-patient communication.
- A golden opportunity to be involved in consultations about the new purpose-built surgery and the PPG will be putting forward ideas about how it could be organised to the benefit of all. (This process has already begun with the Paper on Parking)
- Patient and Public involvement is in the NHS constitution: The long planned £420 million redevelopment of RSCH will start soon. We intend to watch and contribute ideas through various channels e.g. CCG, The Council Health and Well- Being board, PPG network, Healthwatch and Patient Experience Panel.
- An active PPG is vital to enable patients' views to be heard. Membership numbers doubled in 2013, but we must keep up the momentum, aiming to become more representative of all patients.
  - This means looking at who is registered at Wish Park and finding ways to engage with everyone e.g. by organising targeted events such as a family / children's picnic in the park etc.

- Most of those who attended the social evening indicated a preference for evening meetings, and so we should consider varying the day and times in future to enable as many as possible to attend in person including working people and parents of pre and school age children.

## **6. Election of Officers:**

Sylvia New (Chair), Jenine Milburn (Deputy Chair) and Madeleine Sailani had served for less than a full year and agreed to continue; Edward Clay proposed and agreed to be Secretary for 2014. (John Kapp standing down was thanked for his services as Secretary for over 3 years.)

## **7. Other matters**

a) Change the PPG Password: Only the Committee to have access to new password.

**Action; Sanket.**

b) **CQC Practice inspection.** Sanket reported that this had gone well - the practice's score rose from 86% to 88%. The PPG Chairman (Sylvia) had been interviewed by the inspectors, and the PPG had been praised in their report as being 'very professional recently.' **Action; Sanket** to give the report link? /reference? as soon as it is posted on CQC website. **Action Edward;** to invite comments from the PPG membership for discussion at the next meeting along with any resulting from the Patient Survey.

c) **Telephone Access:** Sanket reported that the new on-line booking of non-urgent appointments and prescription had not reduced peak load demand. **Action; Sanket** to informally consult **Richard's** experience on IT matters.

d) **Suggestions box:** Agreed that a nice wooden box be procured and placed in the waiting room(s) to be managed by the PPG. **Action; Sanket**

f) **Feedback:** Sylvia began her report on the PPG Network meeting (29 OCT 2013) to be continued.

g) **Patient Access to own records:** John reported on his experience to be circulated for comment including feasibility of others doing same. **Action; members and Sanket**

g) **Patient Survey 2013:** The Report from the Improving Practice Questionnaire (IPQ) is now available. The Practice would like to consult with the PPG on this and it was agreed that the next meeting would be largely devoted to discussing the survey. Edward indicated that members unable to attend would be invited to contribute comments and questions by email and these would be made available for discussion at the meeting.

**8. AOB: Change of Rule** on term of committee members in each position: JK proposed to amend the rules to allow officers to continue in a specific post for more than one complete calendar year. It was agreed to defer this proposal until next but one meeting.

**9. Date and time of the next meeting:** Friday 28<sup>th</sup> February 1.30-3.00 pm (confirmed afterwards by Sanket)