

Minutes of the planning meeting for 13th Nov 2013 event being arranged by Wish Park Surgery Patient Participation Group (WPS PPG) held on Mon 28th Oct 2013 from 1.30 - 3.00pm.

1 Present;

Sylvia New (chairman) Madeleine Sailani (treasurer), Chris Redknap, Edward Clay, John Kapp (secretary)

2 Apologies;

Jenine Milburn, (deputy chairman) Sanket Patel (business manager)

3 Minutes of the last meeting held on 2.10.13;

Accepted as a true record. **Action Sanket to post on website, plus any agreed minutes of previous meetings.**

4 Matters arising;

A) Advertising the PPG social reception on Wed 13.11.13 from 6.30 - 8.30pm

- Article in the November Healthwatch Newsletter due out soon.
- Advert in the West Hove directory will invite Wish Park patients to come to our social event on 13th Nov. Future adverts will show the next meeting date and include our website and email address.
Action Madeleine
- Powerpoint slide design was agreed. **Action Sanket to put up on the screen**
- The poster will be the same as the Powerpoint. **Action Sylvia to complete, Sanket to print and display in the surgery waiting areas and on the front door.**
- Edward and Madeleine had both gone to a flu jab session to invite patients directly but few people were around at any one time.
- Handout wording was agreed. It was decided to distribute these in letterboxes as well as at the surgery and local pharmacies. Yellow card would therefore be better than paper. **Action Madeleine to liaise with Sanket and arrange the printing for committee members to distribute to neighbouring streets. Action John to e mail them to Wish Park Residents Association.**
- Staff to mention the PPG evening to patients attending the surgery. There will be handouts available for people to pick up. **Action Sanket to remind staff. (They are invited too)**

B) Catering Wine, fruit juices, nibbles, etc. Tea and coffee will be offered at intervals, made in another room and brought in separately.

John will keep an updated list of people who wish to come and inform us of numbers expected. **Action; Sylvia, Jenine, Madeleine and Sanket to liaise re. supplies.**

C) An Outline plan for the social evening was discussed. The aim is to encourage active involvement from as many people as possible.

- There will be an A board in side the entrance welcoming people and directing them to the upstairs waiting room **Action Sylvia to prepare**
- Someone will be on duty to meet and greet. They may need to assist any disabled patients who arrive and perhaps chat etc with them downstairs if they are unable to access the up stairs room.
- Committee members will mingle and swap duties during the evening. To ensure that we are all giving the same message we will have a basic `script`. **Action Madeleine to prepare.**
- Dr Wells ?? to give a short address?
- There will be a sign up sheet available and attendees will be invited to write their e mail addresses on a list. **Action John to keep the contact list and add names to our PPG membership**
- We aim to display up to date information re the new building at 193 Portland Rd. The developers are working on the site.
- There will be an interactive board for people to write their ideas and suggestions on post its e.g. What is good about Wish Park Surgery/ What one thing would they like to change. **Action Sanket/ Sylvia to supply backing paper and post its plus pens**

- Photos will be taken during the event. These could put on the website and be used for follow up publicity – see below. **Action Jenine.** (Will we need to ask people for permission to do this?)

5 AOB;

- 1) Follow up after the social evening. Sylvia produced an article from the Leader asking for contributions from local residents about events in their areas. It was decided to submit something about WPPPG and the new surgery building. It will include the date of our next meeting. This might also encourage new members. We may also be able to put an account in the Healthwatch newsletter if they have space. **Action Sylvia to follow up.**
- 2) Sanket has set up an email address for the PPG. **Action All to check whether they can access it.**
- 3) There were some things that we were not able to sort at the meeting due to Sanket`s hospital appointment. **Action Madeleine to contact him and ask if he could delegate someone else to provide up to date information if he is unable to come to the next planning meeting.**
- 4) There is a PPG network meeting on 29th Oct 2013 from 2.00 – 4.30pm at Brixthelm. **Action Sylvia to attend and report back next time.**
- 5) John is unable to open the meeting agendas. **Action Sylvia to copy them into an email for him.**
- 6) Meeting dates for 2014: Our agreed intention is to meet every 2 months. It was decided that we would be flexible and arrange meetings one at a time depending on unfolding circumstances and PPG members` availability. Anyone interested, but not able to come along can have electronic involvement and make their views known that way.
- 7) Patient and Public Involvement (PPI) John reported on a public meeting on 14.10.13 (also attended by Sylvia) about patient rights under the NHS Constitution, which has many references to PPI. Everybody seems to be pushing PPI now, including Ann Clwyd MP.
- 8) Telephone access. John had heard a presentation at a Kings fund conference by the creators of Patient Access Simply transformed. We already have a similar service at Wish Park surgery. Sanket will be asked whether the new system for patients to book appointments and order repeat prescriptions has eased the demand on the phones at peak times.
- 9) Issues concerned with the practice website were raised by John but in the absence of Sanket we could not deal with them. It was agreed that these will be put onto the agenda for the PPG meeting on 4th Dec.

6 Dates of next meetings;

1. Nov 13th preparatory meeting to be decided between Jenine, Madeleine, Sanket and Sylvia
2. Social reception on Wed 13th Nov from 6.30 - 8.30 pm.
3. PPG on Wed 4th Dec from 1.30 – 3.00 pm.
4. The AGM will be in January - date to be confirmed.