

# Patient Participation Group Meeting (PPG)

## Minutes

Meeting held on Thursday 21 2016

In attendance:

PPG Members,–, John Egan (JE) Chair, Margaret Webby (MW) – Secretary - Minute Taker , Rev. Gwendydd Askew. (GA) Teresa Harrison (TH). Samantha Lewis (SL), Ronald Reed (RR), John Terry (JT) Lorna Tucker (LTu.)

Apologies:. Peter Barnes (PB), Peter Pinfield (PP) Janet Smith (JoyS), Janet Smith (JanS), , Lynette Taplin (LTa).

Item	Discussion point	Action
1.	<p>The minutes from the previous meeting were read and agreed.</p> <p>Members were advised that Frank Saunders had resigned from the group. His excellent commitment to the group was recognized by those present. MW will convey our thanks to Frank.</p>	<p>ALL</p> <p>MW</p>
2.	<p>Matters arising from the previous meeting.</p> <ul style="list-style-type: none"> <li>• The PPG Survey Report (see below).</li> <li>• Issue about opening times being displayed on door of building . To be discussed at next meeting.</li> <li>• Group meetings for patients with Diabetes. JS to forward details of how this works, this remains outstanding.</li> <li>• CCG presentation to the Group. PP to action.</li> <li>• Speakers and Events. (discussed below).</li> </ul>	<p>MW/LTa.</p> <p>ALL</p> <p>JoyS</p> <p>PP</p>
3	<p>Annual General Meeting.</p> <p>JE read through his report of 2015 activities.</p> <p><u>2016 Committee</u>. The members elected Margaret Webby – Chair and Samantha Lewis as secretary. It was agreed that Peter Barnes should be asked to take the position of Vice Chair. JE will contact him. It was also agreed to ask Peter if he would take on the role of Treasurer. MW will act as treasurer until Peter is able to, or another member offers. MW will contact FS to collect paperwork etc.</p> <p><u>The Terms of Reference</u> were read and agreed for 2016.</p> <p><u>Speakers and Events</u>. Members agreed the list suggested by JE. It was decided to consider two events: Arthritis and Pain Management.</p>	<p>JE/PB</p> <p>MW</p>

	<p>MW suggested arranging events and speakers could take a more shared approach as this would ease the load, JE confirmed that arranging the “failed” Arthritis Event had taken a considerable amount of time and effort. It was agreed that MW/SL/LT would start with arranging the Arthritis Event , LT will check availability of rooms at Sacred Heart and the Heritage Centre. PB to be offered lead role in arranging events. MW/LT/SL/JE to meet..</p> <p><u>Patient Reference Group.</u> Discussed and agreed LS to look at feasibility of sending PPG surveys etc., Action February.</p> <p><u>Practice Newsletter.</u> The Spring Issue needs finalising. MW will liaise with LT.</p> <p><u>PPG Survey.</u> This remains outstanding , take forward to February meeting to conclude this issue so that the conclusions can be presented to the Partners. JE/TH. MW will advise LT to use highlights in the Newsletter.</p>	<p>MW/SL/LTu./JE</p> <p>LS</p> <p>MW/LTa.</p> <p>JE/TH</p> <p>MW/LTa.</p>
4	<p>Droitwich and Ombersley Newsletter.</p> <p>MW had circulated this to members and advised the next issue will be available end March. Feedback from members excellent, overall the view was it is a very good idea. Suggestions : Podiatry / Diabetes/ Pain Management services and information about PPGs and planned PPG events. MW will take to next meeting.</p>	<p>MW</p>
5	<p>Any other business.</p> <ul style="list-style-type: none"> <li>• It would be useful to know if the text messaging reminding patients of their appointments had impact on cancelled and no-show appointments. MW /LT.</li> <li>• TH would like lost prescriptions added to February Agenda. Members discussed using the online service which was seen as positive.</li> <li>• Members gave a vote of thanks to 2015 committee for all their hard work throughout the year.</li> </ul>	<p>MW/LynT</p> <p>Agenda Feb.</p>

**Next meeting will be held at 5:30pm on Thursday 18 February 2016**