



Patient Participation Group (PPG)

Patients, Carers and Staff working together to develop and improve the practice

Meeting Minutes

DATE:	Tuesday 12TH September 2017
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Danny Hurwitz – GP Partner Karen Jones – Practice Manager Jayne Dalziel – Advanced Nurse Practitioner
GUEST(S)	Interpreter for SG - Alan
PRESENT – Patients	14 patients invited to attend and 10 attended JB,AC,GC,SG,JS,JH,SI,EP,RR,DC Apologies sent by: JCH, LF,SP and DS <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes take by:	Karen Jones

() letters shown in brackets relate to handout pack sheets

1. Welcome

This is our **24th** Patient Participation Group meeting. Update on numbers we have 43 Virtual Members and 13 Group members.

Welcome to a new member Daniel Clemence to the PRG.

2. From last meeting

PPG meeting minutes dated 23.05.17 were approved by the group.

Feedback from VRG from SD – welcomes the introduction of the SMS reminders for apts. SD hopes that things are settling down and well done for the CQC inspection reports.

3. Agenda for this meeting

Leg Club presentation by JD.

JD explained reason for meeting with PPG, looking for support from all the local patient groups in volunteering to support a new locality scheme around the delivery of a Leg Ulcer Club to clinically and socially support those patients suffering from ulcerated legs. Venue has been approved from an infection control perspective and the clubs are looking to be held in the Church of The Nazarene in Morley.

To start session will run once a week on an afternoon for people to drop in for treatment/ tea/coffee/chat and advice

The clinical sessions will be run with support from all the local practices and eventually looking at offering training to the volunteers around taking dressings off/soaking legs. JD has been in talks with Morley Elderly Action JH stated that they are quiet stressed themselves at the moment but agreed that great idea there is an opportunity for people to socialise with others.

If anyone is looking to volunteer please let KJ know and further information can be found on <http://www.legclub.org> All volunteers will need a DBS check for safety reasons.

AR – asked what type of equipment is needed and JD explained a lot of the expensive equipment has already been purchased via funding. SG asked whether there had been an improvement in these patients' conditions – JD studies shown yes but also patients social skills had improved also.

SI – How are you advertising these clubs – JD different avenues including Morley Elderly Action/Posters/memory Clinic/in the Church itself/ Morrison's community board and of course via those patients currently receiving treatment

DH – What % of patients in the locality are currently under treatment. JD didn't have figures to hand but can collate the information and pass to DH

GC – Do you think that once a week is enough – JD should be ok for the start but as the service grows it will be reviewed

Thank you to JD for coming today – all agreed sounds like a good idea

Practice Update

KJ updated on the changes we are currently undertaking to try and support the team at the Practice. The GP's have reduced their face to face and telephone appointments to that of the surrounding practices with the hope that we can encourage new clinical staff members to join the surgery as we have a number of staff leaving to go on to being locums.

Our list has been closed to new patients moving into the area for 6 months which we hope will help to place less pressure on the appointment system and this will be reviewed by LWCCG on a regular basis.

Staffing Update

- Dr Jenny McAlpine will be leaving us in October and Dr Kay Jones departing at the end of September
- Sister Maggie Daniels will be leaving end of September

- Dr Karen Logan has left us now for New Zealand – minutes Thanking her for all her input in the PRG – will be missed
- Premises Manager Dave leaves us end of September
- New starters Hannah – new ANP's as well as Carol who starts at the end of November
- New salaried GP starting end of September with the wish to recruit another WTE which means we could reduce the number of locum session
- All non-clinical receptionist positions now filled
- Final a new secretary starts with us at the end of September

Social Media

Practice looking for support for those members who are active on local social media sites to support the Practice as recently there have been some very unpleasant posts which have been quiet upsetting and derogatory comments made about a GP. Not asking for you to get involved but try to counteract some comments if you feel able to. It was agreed in the meeting that it would be wise not to inform that you are a member of the PPG. It was thought that you may have a better understanding of the issues in the Practice as being part of the groups you are privy to some more information that may be out in the public domain.

AR – did state that as a group we were aware that problems may arise, that new staff would need training/patience and understanding whilst they gain the experience and knowledge to perform what is a difficult role.

Newsletters

Not been produced since KG left and the group were invited to give feedback on whether they should continue. It was agreed that they are a valued means of communication. DH stated that there may be some training needed with existing team to be able to post on the site – watch this space.

5. Any other business

JB & GC asked whether they would be needed to support the up and coming flu clinics as per last year. KJ thought it would be a good idea as if we can get newsletters sorted then it would help. KJ will speak to JD and let JB & GC know if we have a go.

SG – wanted to know how the Locality Hub was supporting patients who may have a hearing impairment so that they can book evening and weekend apts. KJ to discuss with Locality lead as unsure of what plans they currently have in place.

7. Date and Time of next meeting: 5th December 2017 - **6pm**

Thank you to all PPG Group and Virtual Panel Members for their continued support