**City Way Medical Practice**

**Minutes of the Patient Participation Group Annual General Meeting held on Monday, 19th February 2018**

**PRESENT:**

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| **Eliabeth Turpin** | **Ian Venables** |
| **Alan Harris** | **Pam Jordan** |
| **Brian Skinner** | **Carol Austen** |
| **Jennie Sehra** | **Linda Brailsford** |
| **Eric Dadd** | **Gillian Goldsmith** |
| **Chandra Tiwain** | **Mark Goldsmith** |
| **Jean Wahanchuk** | **Graham Trice** |
| **Vernon Hull** | |

**STAFF PRESENT:**

**Dr Tim Colbert**

**Kelly Temple**

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|  | **ACTION** |
| 1. **Welcome**   Graham Trice chaired and welcomed everyone to this meeting of the committee members of the PPG.   1. **Attendance record**   Contact sheet was passed round to ensure details are up to date.   1. **Apologies**   Received from Maggie Smith.   1. **Chairman’s Report**  * GMT reported that he and ET attended a CCG event (Patients and Primary   Care) on 8th February. Invitation was given to anyone with association to a  PPG. The Medway Model was explained. There would be three Primary Care  Homes (PCH) and each would have two centres, Healthy Living Centres.  There were discussions about Care Navigators and is the most appropriate  name. There were also discussions on Patient Activation Measure (PAM)  especially for those with Long term conditions. There was talk in terms of co-  production of staff and patients. There was round the table discussions and  sharing of good practise. (information leaflet being piloted at Thorndyke by a  PPG member.)   * GMT at last meeting asked for permission to join Group 100, survey has been sent, regarding GP re-validation and he has responded. * GMT advised of Consultation meeting on 5th March at Rochester Baptist church regarding Urgent Stroke Care in Medway.      1. **Election/re-election of committee members**   Following members were elected to the committee;  Graham M Trice, Elizabeth Turpin, Vernon Hull, Chandra Tiwain, Jean Wahanchuk, Eric Dadd, Pam Jordan, Carol Austen, Linda Brailsford, Brian Skinner and Mark Goldsmith.   1. **Election/re-election of Officers**   For Chair **GMT** to be re-elected. All agreed. No other interest expressed.  For Vice-Chair **VH** to be re-elected. All agreed. No other interest expressed  For Secretary **ET** to be re-elected. All agreed. No other interest expressed   1. **News update and items from Practice Manager and GP**  * KT advised that active signposting starting in March – there will be training for receptionists. * KT wanted ideas for making the reception area more confidential. Discussions over the window and confidentiality hatch. * Dr C reported that they are making plans to extend upstairs and getting quotes for this work including the installation of a lift. They will be looking to recruit another GP and other professionals. * NHS England are giving a push to parents to use other health care professionals, i.e. pharmacists rather than always trying to book a GP appointment. Dr C asked for PPG to spread the word. Decision on the CCG taking this message to Sure Start centres. GMT discussed that PPG surgery could be a route to promote this. CA suggested that this message is put on the phone line, also the TV screen in waiting room and website. * ED raised issue that surgery may not have up to date mobile numbers for patients and was discussed if receptionists can check this when booking in and if a message can be put on the booking in screen asking patients to check up to date.  1. **PPG impact and future involvement**  * ET reported back on the surveys although has yet been able to write up   the results. Most patients gave positive feedback and were aware of the  strains upon the services. VH said that the ones he received were  positive remarks once they got to see the GP but difficult to get an  appointment. ED was asked about getting a shelter for those waiting  outside at 8am.   * JS had written something for the website as had ET. GMT to discuss   this with KT and ET at a meeting. Dr C asked about a Facebook Page  for the PPG. ET to look into this. JS commented that the surgery  website is too chaotic. KT agreed.   * JS asked if nurse appointments could be added to online booking. Has   been discussed at previous meetings and told no due to specialism but  KT now happy to look into this.   * MG discussed the difficulties of getting an appointment if you work   outside Medway and have long commute. No availability unless you  stay up until midnight to book new appointments coming online.  Unable to do this if you have to get up early the following day. DR C  advised that there are 7am appointments but these often get taken by  patients who could come at other times of the day.   * Dr C asked PPG to give ideas on how the appointments are given out   and welcome to come and discuss with KT.   * VH asked if the situation with patients block booking appointments had   improved. Dr C advised it had as they had changed settings online to  prevent this. If more than one appointment at a time is needed it has to  be booked through the reception.   1. **Any other business.**  * JS provided information documents on the National Institute for health Research to be shared around. * Minutes of the last meeting were approved subject to two changes * It 6, point 6 change net to next * VH to be added to attendance list * JW asked about photos of GP’s KT reported that GP were not keen on this suggestion as many live locally and did not want to be recognised outside of work.  1. **Date of next meeting**  * The next meeting of the committee is on Monday 23rd April @ 6:30pm |  |

Signed by Chairman …………………………………….. Date ……………………………