

NOTES OF PPG OPEN MEETING HELD ON WEDNESDAY 17 MAY 2017

Present:

Barry Rogers, Barbara Pavilionis, Brian Harrison, Hazel Bulcock, Judith Benjamin, Kathleen Sutton, Mike Palin, Peter Bell, Mary Jenkins, Pamela Reader, Sally Harrison plus a Dyneley House patient/ visitor to the meeting

Also present :

Antony Radley and Dr Kirsty Pettit

Apologies

Claire Shepherd and Kath Beer

It had been proposed that following the Annual General Meeting and expressions of interest from a number of new members that this meeting would be an open meeting to look at a number of issues relating to the Group:-

- Review where the PPG currently is?
- What do we want to achieve in the next 12 months?
- How do we achieve this?
- Prepare an action plan
- Establish what members are prepared to contribute

For the benefit of new members, Barry gave a brief resume as to how the Group was established, what its main aims and objectives are and questioned whether these were still relevant. These are as follows:-

- Work to improve communication between the Practice and patients and with the wider community through feedback and surveys
- Help patients to take more responsibility for their own health
- Contribute to continuous improvement of services provided and the quality of them
- Provide practical support for the Practice and help to improve through change

Communication

A range of different views and suggestions in relation to communication were discussed. It was agreed that this was an ongoing challenge including for patients who have infrequent contact with the Practice. It was agreed to explore all options. In response to a question re use of the TV screens, Antony advised that this was subject of ongoing discussions with the contractors

A second topic in relation to communication was to look at ways to make the Group more representative of the Practice population i.e. minority ethnic patients and young patients. Some PPGs operated on a system whereby the Committee was made up of members with a special interest i.e. older patients; patients with a mental health problem; young children; specific conditions e.g. diabetes,

Reference Group

Some work had been done on developing a reference group but for various reasons this has not been developed to its true potential.

Support Groups

Barry gave a brief update on the two support groups i.e. diabetic and stroke, the former was well attended with both new and repeat attenders. The Stroke group continued to meet but attendance levels were low despite looking at different ways of raising awareness of the Group.

Dementia Action Alliance

Antony updated the Group on the work which had taken place to date and future plans for the Alliance including the appointment of a key worker to enable the project to develop.

Action Plan

It was noted that Kath had prepared an Action Plan relating to many of these points earlier following the publication of the NAPP Building Better Participation resource pack. It was suggested as a first step this be revisited and a summary of key priorities be prepared for further discussion.

Date of next meeting 14 June 2017