

**PATIENT PARTICIPATION GROUP (PPG) MEETING**

**ANNUAL GENERAL MEETING**

**14<sup>TH</sup> APRIL 2015**

**RAMSEY HEALTH CENTRE**

| <b>Patient members</b>       | <b>This meeting</b> |
|------------------------------|---------------------|
| David Paine (Chair)          | Present             |
| Peter Philipp (Deputy Chair) | Apologies received  |
| Carole Broom (Secretary)     | Present             |
| James Bell                   | Present             |
| Sandra Bell                  | Present             |
| Sue Conley                   | Present             |
| Jeanette Cooney              | Apologies received  |
| Maggie Furnliss              | Present             |
| Madeleine Jackson            | Present             |
| Chris Miller                 | Present             |
| John Miller                  | Present             |
| Michael Murphy               | Resigned            |
| Kate Paine                   | Present             |
| Margaret Quincey             | Present             |
| Craig Robbins                | -                   |
| Jane Upward                  | Present             |

| <b>RHC members</b>                       | <b>This meeting</b> |
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| Julie White - Joint Practice manager RHC | Present             |
| Grace Roberts – Joint Practice manager   | Apologies received  |
| Margaret Edwards- Dispensary Manager     | Present             |
| Dr Laura Savage                          | Present             |
| Dr Lynda Brown                           | Apologies received  |

| <b>AGENDA ITEM</b>   | <b>ACTIONS</b> |
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| <b><u>Item 1. Introductions and Apologies</u></b><br>David Paine welcomed everyone to the meeting. Despite a notice in the waiting room on the PPG notice board and an email flyer to all members of the Patient Representative Group, there were no other patients present at the meeting. Apologies were noted - see above |                |
| <b><u>Item 2. Changes in membership</u></b><br>The secretary had received notice that Mr Michael Murphy would be resigning from the committee. A note of thanks had been sent to Michael.<br><br>There were no other resignations from the members present.  |                |
| <b><u>Item 3. PPG officers for 2015/16</u></b><br>The current Chairman and Deputy Chairman had indicated their agreement to continue in their posts. No other nominations were presented either before or to the   |                |

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| <p>meeting. The members were therefore re-elected to their posts. David Paine (Chairman) proposed by Madeleine Jackson, seconded by James Bell Peter Philipp (Deputy Chairman) proposed by Carole Broom, seconded by Jane Upward.</p> <p>Carole Broom indicated her desire to resign from the role of secretary due to other commitments. There were no nominations or volunteers for this role. The committee had previously run without a secretary however this had led to a lack of continuity. The Chairman indicated that as a minimum volunteers would be needed to take the minutes at future meetings. Julie White indicated that a voice recorder may be available for use to assist.</p>   |  |
| <p><b><u>Item 4. Chairman's report</u></b></p> <p>At the end of the second year of the Patients Participation Group it is pleasing to note that we have been able to work closely with the Ramsey Health Centre members on various aspects of the Centre's operation with a modicum of success.</p> <p>Briefly, for the benefit of newcomers, the PPG was formed to facilitate good relations between Practice and Patients by communicating patient's experience, interest and concerns to the Centre members and relaying feedback to the patients. The objective was and is to foster the highest possible standards of primary care.</p> <p>One of the earliest successes was the involvement of Reception in the dispensing of medication to ensure that patients were provided medication in the order of their arrival. This enabled the dispensers to work more efficiently whilst avoiding interruptions.</p> <p>The "Doctor First" exercise began in February last year to investigate the most efficient way of integrating various aspects within the Centre. Matching the number of patients who wish to see a doctor with the availability of those doctors also covered the availability of bookable and pre-booked appointments within the constraints of doctors' availability. The outcome of this informative exercise was a restructuring of the appointments system. In the Autumn of 2014 a survey was commissioned to gain information from patients and carers on the Centre's performance. In each of the eight parts of the survey the response was favourable for urgent care on the day. There are however still issues being voiced about the ability to get a non-urgent appointment and there is still further work to be done in this area.</p> <p>Sometimes a good idea falls on stony ground. Demonstration of life saving techniques in conjunction with the Fitzwilliam hospital failed to materialise due to insufficient numbers wishing to attend.</p> <p>Electronic communication via Systmonline has been set up to be used in several aspects of the Centre's operation.</p> <p>The practice and role of nurses was analysed and our Vice Chairman wrote a press release which was approved by the Centre staff and published in the Ramsey Community news.</p> |  |

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| <p>The PPG members have been the conduit for complaints from patients bringing them to the notice of the Centre managers and monitoring action taken.</p> <p>Several PPG members were involved with the Centre staff in the Care Quality Commission inspection last August. It is understood that Ramsey Health Centre was highly rated.</p> <p>PPG members appreciate the work of the Centre's staff in providing accurate statistics on complaints, referrals and the percentage of appointments missed (DNAs).</p> <p>The minutes of the PPG's meetings are prominently displayed in the waiting area for patients, carers and others to learn more.</p> <p>In conclusion may I on behalf of the PPG members, thank the medical and administration staff of the Ramsey Health Centre for the time and effort they devote towards the success of these meetings. Conversely may I also thank the members of the PPG for devoting their time and effort in making these meetings worthwhile.</p> |  |
| <p><b><u>Item 5. Review of effectiveness of PPG activities.</u></b></p> <p>The members of the RHC Practice were asked their view on this. Dr Savage felt the objectives of the PPG had been met. Julie White felt that PPG help with the CQC inspection had been invaluable, as was the help with the Flu clinic, the roll out of the new appointment system and from Margaret Edwards, CB's visit to Dispensary behind the scenes.</p> <p>Post meeting communication from Julie White <i>"Thank you to you all for your contribution and involvement over the past 12 months particularly flu clinics, CQC compliance, appointment/access reviews, courtyard maintenance and friends and family test and also help with surveys and sharing options available to patients. These are all ongoing projects and I hope we may continue to work closely together on them."</i></p>  |  |
| <p><b><u>Item 6. Terms of Reference</u></b></p> <p>The Terms of Reference were reviewed. It was agreed that no changes were required but that our group had not made progress with forging links with other PPGs in the locality. Carole Broom had been the RHC representative at the Hunts Patients Congress but because of other commitments on a Tuesday evening she had not been able to attend many meetings - this was a useful place to discuss issues (e.g. Appointment systems, patient access) with other PPGs and advice had been provided by Sandra Ferrelly and Roy Stafford (Rainbow surgery PPG Chairman) in the early days of the group. Currently HPC meeting agendas, minutes and papers are sent to CB who forwards these to the remainder of the group.</p>   |  |
| <p><b><u>Item 7 Any Other Business</u></b></p> <p>None</p>  |  |
| <p><b><u>Item 8 Date of next AGM meeting</u></b><br/>April 2016 at date to be confirmed.</p>  |  |