

# **Staithe Surgery**

## **Patient Participation Group**

**Monday 13<sup>th</sup> June 2016**

### **MINUTES**

**Present:** Mat Phillips – MP (Practice Manager), Kate Bywater – KB (Assistant Practice Manager), Liz Austrin – LZ, Frances Bailey – FB, Roy Lond – RL, Margaret Newton – MN, Carol Prosser – CP, Carolyn Truss – CT, Dorothy Unstead – DU.

**Apologies:** Dermot Allen – DA, Karen Norton – KN.

**Minutes:** KB

#### **Welcome**

Welcome to everyone and thank you for attending.

#### **Introductions**

MP and the members of the group introduced themselves and briefly explained their background and interests in the PPG.

#### **Matters arising from previous meetings**

##### **Medication reviews & Blood tests**

As a result of DU's suggestion, the practice is in the process of implementing a new process to try and advise patients when they require a blood test alongside a medication review. The Partners have produced a list of drugs requiring a blood test and the dispensers are currently implementing the process.

##### **PPG Student Recruitment (High School)**

CP has made contact with the High School who are extremely willing to help and encourage students to participate in the PPG.

##### **Third World Drugs**

The group are still very keen to participate in the InterCare Service, therefore MP will investigate further.

MP also advised on the new campaign that has recently been launched called 'Open the bag' which encourages patients to open their bag of medication before leaving the building to ensure that everything is correct. Once the medication leaves the building, it can no longer be used.

'Open the bag' is being advertised in our next edition of the Practice Newsletter.

##### **CQC Visit**

The final report has been received – the Practice has been rated 'Good' overall, it achieved a rating of 'good' for all elements which is an excellent achievement.

Thank you to all the members of the PPG that attended on the morning of the CQC visit to participate.

## New Business

### Dementia Champion – iSPACE

MP advised on a new support service and training that has been offered to staff. Several members of staff expressed an interest so it is hoped that the surgery will have some trained Dementia Champions in the near future.

MP also offered the opportunity to the members of the group and if anyone was interested they were to let MP know asap.

### Apprenticeship Opportunity – Dispensary / Dispensary Clerk

A new exciting opportunity has arisen for an apprentice to join our dispensing team.

CP & DU kindly offered to help with the recruitment process – CP to provide KB with the contact details of the careers advisor at the High School & DU provide the School Governors with an advert for discussion at their next meeting).

### Public Involvement Training

Recent letter regarding Public Involvement Training discussed – apologies for the short notice but unfortunately we did not receive notification till late.

### NAPP – Research Study

CP has been approached by NAPP enquiring as to whether we have undertaken any research involving blood pressure and cardiovascular disease.

Discussed – the group agreed this would be good to participate in if the opportunity arose – CP to keep her eyes open and report back if any further details are available.

### Format of PPG, recruitment and times of meetings

A discussion was held over ways to recruit further members to the group – it was agreed that MP would perform an in-house survey to encourage recruitment.

The PPG were open to a change in time, therefore MP would investigate what time suited most people and possible change the day/ time at a later date.

LZ also volunteered to perform the surveys at her local Church group that run an after School club. KB offered to assist – LZ to be in touch when she knows more.

CP is very keen to work with other PPG's which MP is in agreement with; therefore this is something MP will look into in the future.

MP discussed the position of Chair with the group, but as previously, they are all still extremely happy for the Practice Manager to continue to Chair the meetings. MP emphasised that if, in the future anyone would like to take on this role he would be very happy and in agreement with this, therefore to make contact with him.

The group did express they felt very comfortable in bringing matters up at the meetings and were aware they could e-mail MP or KB in advance to add anything to the agenda.

MP suggested a PPG e-mail account was generated which the group thought was a good idea – MP to look into this further.

### TV Screens in the waiting areas

MP advised on the TV screens we are hoping to fit in our waiting areas. These will act as patient information screens and will advertise various events and helplines etc. They will also display real time information and news bulletins.

### Flu Clinic Dates

The flu clinics have been confirmed for Thursday 6<sup>th</sup> October and Saturday 8<sup>th</sup> October 2016 – please can the PPG spread the word.

The possibility of having a PPG stall was discussed – MP to investigate.

### Any other business

#### MacMillan Coffee Morning

KB would like to participate again this year and asked the group their thoughts – the group were all in agreement and offered to help. The date of the event is Friday 30<sup>th</sup> September 2016. Action KB.

#### Car Park – White lines

RL advised that some of the white lines in the car park are fading which is making it difficult to identify spaces – action KB.

**Next meeting – Monday 12<sup>th</sup> September 2016, 4-5pm.**

*Mat Phillips  
Practice Manager  
mat.phillips1@nhs.net  
01692 584315*

*Kate Bywater  
Assistant Practice Manager  
kate.bywater@nhs.net  
01692 584314*

*Joanne Didwell  
Assistant Practice Manager  
joanne.didwell@nhs.net  
01692 584314*