

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Tuesday 26 January 2016

1. Present

Peter Wood	Paul Tomlinson
Rowena Harris	Brian Canniford
Bob Hampson	Geraldine Canniford
Ken Lambert	Dr Alex Glover
Tracy Bowden - Practice Manager	Keith Harrison – CCG Patient & Public Involvement

2. Apologies

Gordon Cordier and Jan Cosgrove.

3. Matters arising

Tracy welcomed everyone to this inaugural meeting of the Queens Avenue PPG.

4. Items for Discussion

a. PPG Conference (Bob Hampson)

Feedback

Bob kindly attended the NAPP (National Association for Patient Participation) event held on 21 November 2015 and fed back to the group. There was discussion about the requirement for us to become a PPG versus a PRG (Patient Reference Group). It was felt that we should keep it small and build from there and Keith explained that PPGs are normally supported by a virtual PRG (Patient Reference Group). We agreed that the group should represent the views of the patient but be supportive to the practice. This was not a forum for pre-determined external agency agendas or for complaints and we needed to keep it local and relevant to us. The practice were also keen for it not to create additional workload.

Queens Avenue PPG Model

We considered ways to make the group representative of our practice population and how we could attract young people, carers and patients from ethnic groups. Varying communication strategies were considered:

- GPs to hand out a slip to patients about joining the group
- Keith suggested a roller banner in the waiting room
- Advertise in parish magazines and social care organisation newsletters ie Age UK. An advert in the Echo was suggested but we needed to ensure that this exercise was cost neutral. Bob to contact Age UK.
- Posters in the surgery and in local organisations. It was agreed that a surgery poster should be A3 size and placed prominently on the noticeboard and flagged in some way.
- Newsletter – add a piece about the PPG and distribute this more widely. District Nurses to be asked to hand to housebound patients and the PPG to circulate within the community.

- Local schools – contact to try and encourage representation from the younger age group.
- Promote the members of the group via the website but to maintain confidentiality, consider a PPG inbox to distribute emails.

Form a virtual group who can contribute via emails and be kept informed in the same way. The PPG group would represent their views.

The group agreed to meet 4 monthly and will review the progress of attracting more members at the next meeting.

b. New Website (Tracy Bowden)

The PPG were unanimously impressed with the website. Paul suggested that it should comply with regulations for visibility and would find out details of a website where this could be checked. Tracy commented that this was a generic site provided nationwide and used by most of the local practices and anticipated that it would comply. Other members commented that individual screen resolution could be altered to aid visibility.

c. PPG Role (Peter Wood)

This item had been covered in 4 (a).

d. New NHS Accessible Information Standard (Paul Tomlinson and Tracy Bowden)

Paul highlighted this new standard which aims to specify a consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss. All GP practices are expected to implement this standard by 31 July 2016 by making 'reasonable adjustments' required by the Equality Act to allow people with various forms of disability to have full access to NHS services.

The current methods by which the practice meets these standards are:

Identify – New patient questionnaire

Record – patient record is coded

Flag – patient record is flagged with patient warning

Share – Summary care record, NHS secure email

Meet – hearing loop, easy read practice leaflet, interpreter service, online booking and prescription ordering, SMS text messaging service, website, newsletter, reception email

Paul kindly supplied a help sheet with guidance for GPs which Tracy will share with all the team. She will report any changes or additional support to the group.

e. Next meeting

To be held at Queens Avenue on Tuesday 26 April at 2.00pm.