



## Minutes of the meeting held on 11/9/14

### Present

**Patient Representatives** David Marshall, Jill Hicks, Carole Lee, Helen Burns, Joyce Waller, Ann Norman, Anne Loveday.

**Surgery Representatives** Dr Debbie Mason, GP Partner, Dr Reshma Rajagopal, Marion Sowter Medical Secretary. Susan Saunders Practice Manager

<b>Apologies</b>	Apologies received from Fiona Brown, Melanie Knight, Tao Wilson, Joyce Drackard, Pauline Fowler and Dr Liz Robson.
<b>Agree Minutes from last meeting, Update action plan</b>	Minutes agreed from the meeting held on 5 <sup>th</sup> June 2014 Actions updated , Please see attached list
<b>Revive Mobility</b>	Mark Winter came to give us an overview of the services that Revive Mobility provide and services that he hopes to provide in the near future. Currently they provide refurbished mobility scooters and provide servicing for mobility scooters, providing a replacement whilst the service is taking place. He hopes in the future to provide a mobility scooter breakdown service.
<b>News from Medical Team</b>	Dr Mason shared that Dr Robson was still not back and her sessions were being backfilled with locum Doctors namely Dr Jo Waugh and Dr Nicola Betts, with no loss of appointment times. There was a discussion around the introduction of the Friends and Family Test (FFT) being introduced on 1 <sup>st</sup> October, including how the data was to be collected and fed back to the CCG Regarding inappropriate A/E attendances there has been increased advertising of surgery services and members of the PPG reported that they had received feedback from patients that they are more aware of what is offered.
<b>PPG Fund</b>	Helen Burns advised that the Bank Account is now up and running and she is now working on setting up on line banking so that the appropriate people will be able to see the account easily. A spread sheet of the accounts was circulated to the PPG for the meeting but this requires some updating and complete accounts will be available for the next PPG meeting.
<b>PPG Communications</b>	David Marshall shared that website ordered prescriptions were 50% up on this time last year . The screen is continually updated with appropriate messages and he is working with the surgery on the FFT requirements. A new appointment card has been agreed and printed.

<b>PPG Social Events</b>	The next coffee morning is scheduled for 8 <sup>th</sup> November and the social events group have already met and are planning this event, they are planning to have a WW1 Theme in common with a lot of events this year. They requested any donations for raffle prizes and cakes to sell.
<b>PPG Book stall</b>	Ann Norman, reported that this is doing well and she has a good system going to rotate stock. It will of course be available on the coffee morning for those wishing to purchase books.
<b>Agenda Items from the Medical Centre</b>	The Dementia Friends talk is on 23 <sup>rd</sup> September, Dr Mason said that the surgery has invite patients that they feel may be interested. It has also been advertised in the newsletter.
<b>Agenda Items from the PPG</b>	None received
<b>AOB</b>	<p>Dr Mason asked if the surgery could purchase chair feet to increase the height of some of the chairs in the waiting room as the doctors are aware that some patients struggle to get up from the chairs easily. Jill Hicks suggested that the surgery contacts the community Occupational therapist attached to the surgery to ask for her input on the best feet and where they can be purchased from.</p> <p>Anne Loveday asked regarding the Flu vaccine and its availability if patients are away in October when most vaccination sessions take place.</p> <p>Dates for meetings in 2015 are, 5<sup>th</sup> March, 4<sup>th</sup> June, 10<sup>th</sup> September and 10<sup>th</sup> December.</p>
<b>Date of Next Meeting</b>	<b>The Next meeting will take place on Thursday 11<sup>th</sup> December 2014 at 6.15pm in the surgery <u>Please be there by 6pm to help set up as the meeting will start promptly at 6.15pm</u></b>

**ACTION ITEMS 12/9/2014**

<b>NO</b>	<b>ACTION</b>	<b>Who</b>	<b>Added</b>	<b>Target</b>	<b>Done</b>	<b>Comments</b>
29	Draft/edit/publish September Newsletter	Debbie/Sue/David	9/12	5/9	5/9	PPG members to send any suggestions to David
30	Draft/edit/publish December Newsletter	Debbie/Sue/David	9/12	5/12		PPG members to send any suggestions to David
32	Approach Oliver Green for potential s/ship	David	12/12	1/9	closed	Shop closed
39	Review website & screen content & amend	Debbie/Sue/David	12/12	5/9	5/9	PPG members to suggest items/changes
40	Review website & screen content & amend	Debbie/Sue/David	12/12	1/12		PPG members to suggest items/changes
41A	Develop 'Dementia Friends' (DF) event	Tao/Sue	5/6	23/9		Tao to liaise with Kate and Sue on logistics
41C	Target invitees (Debbie & SAMC team)	Debbie+	5/6	1/7	1/9	Some invitees to be SAMC targeted; other on wide invitation
45	Re-draft & print SAMC Appointment Card	David/Sue	19/5	1/6	1/9	Redrafted June
46	Re-draft and print SAMC Patient info leaflet	David/Sue/Tanya	19/5	30/9		Redrafted June - Tanya to confirm NHS CQC requirement
47	Organise coffee morning	Fiona and team	5/6	8/11		Donations for raffle prizes sought
48A	implement awareness plan of SAMC services	David	5/6	1/9	1/9	Website/Screen/Newsletter/Notice board done; sign above reception work in progress
49	Research chair risers for waiting room	Debbie	11/9	30/10		Contact Community OT
50	Communicate launch of FFT to patients	David/Sue	15/8	1/10		On all media