



**Two Rivers Medical Partnership  
Patient Participation Group**

Minutes

**24<sup>th</sup> November 2016 PPG Meeting No. 3**

**Chairperson - Gib Hancock**

**1. Welcome & Introductions**

- Please ensure all attendees have signed in with contact details - in future will use gmail group to communicate to all.
- Apologies - Alison Wogan, Roger & Helen Knight, Chrissie Henderson, Alison Palmer.

**2. Minutes and Matters arising from last meeting**

- Website – personal coaching/access to IT/online appointments/NHS choices - email address not showing on website
- GP Surgery leaflet - circulated
- Patient Survey - circulated
- Parish Magazine articles – published
- NAPP (National Association of Patient Participation) website <http://www.napp.org.uk/> – for ideas

All agreed.

**3. Issues for Discussion**

- Website education

Andrew Leach has kindly written a new leaflet on the new website and circulated for the meeting. Well received. Thank you Andrew!

All PPG members can access the new website.

Some glitches noted by Mike Nightingale with new registration on website - a pull down menu to register was suggested (for new patients to get registered).

Arrange training for PPG - Esther & Andrew Leach will circulate potential dates in December for Andrew to lead training of website training for PPG members. Possibly early December.

Patient survey

All reviewed the patient questionnaire.

Excellent feedback from patients about questions.

Initially need general feel about where problems lie or improvements could be made.

Welcome assistance with questions from Lorna and from Sarah Denton and DL agreed to meet in late Dec to review the questions and then send out with next agenda in advance of meeting.

Parish magazine articles (next 2)

Good feedback regarding previous parish magazine articles on nurse practitioners and self help.

Good educational element for patients and patient education and often things need repeating. All agreed a good thing for the practice and PPG to continue to do in partnership.

All parish articles to be published on the PPG website. Dr Lickman to action this.

2 next articles to be sent for December and January magazines.

PPG practice liaison

Mike Nightingale is keen to act as practice liaison to collect feedback and ideas for PPG regularly and provide this for Chair Person prior to each PPG meeting.

Can use google patient group to send emails out to all members of patient group - Michael Denton will kindly register all PPG members on to google group which will be used in future for communication.

New project ideas

Stay Connected 'Breezie' Programme

Circulated idea to all PPG members prior, thank you Mike.

Rediscovered idea of Breezie for vulnerable patients within the community.

Mrs Denton has seen it already as works with disabled children - has offered to bring tablet in to show all what it is. Thank you. (Probably at Andrews teaching)

Discussed trialling with small number of patients in Two Rivers area (hardware and software could cost between £120 - £5000 per patient)

Could be used for patients within the surgery - discussed different uses of it. All agreed very simple iconic software like this that we could make better use of and help support our patients to use for a number of reasons.

Await further review of the Breezie tablet with demonstration - can discuss at same time as website demonstration.

Neighbourcare (Whitchurch, St Mary Bourne)

Current issue - patients suffering in silence, not enough signposting or knowledge of the service. Await Breezie demonstration as could be one mechanism to help improve access.

#### **4. AOB**

- Other outside relationships and GP Forward View - Mike Nightingale will ask for local MP support of our PPG and ideas/vision.**
- Waiting Room information screen- think about how can publicise news board ideas on to website.**
- Self Help advice - discussed use of NAPP and accessing leaflets for patients to self help for minor illness.**
- Could explore how practice makes better use of self help for other LTCs other than COPD/asthma etc i.e. Recurrent infections or recurrent back pain etc, with standby prescriptions for predictable recurrences of different illness.**

**Agreed next meeting:**

**Thurs 26th January 19.30-20.30**

**St Mary Bourne Village Centre**

**Gib will kindly book the venue.**