

**Minutes (taken at meeting)  
26th January 20176 PPG Meeting No. 4**

*Where Patient Participation Groups and GP practices are working well together, these partnerships have already brought significant value to patients and practice staff. We welcome helping more practices collaborate to reap the benefits of effective patient involvement.  
After: Professor Nigel Mathers, Honorary Secretary of the Royal College of General Practitioners*

**1. Welcome - Chair**

**2. Introductions - Attendees**

**Gib Hancock, Lorna Hancock, Mike Nightingale, Andrew Leach, Esther Leach, Dan Lickman, Roger Knight, Eileen Knight, Alison Palmer, Robert Jordan, Mary Gosling.**

**3. Apologies Received - Chair**

**Alison Wogan, Jim Rose, Sarah Denton, Michael Denton, Chrissie Henderson.**

**4. Minutes & Matters arising last meeting - all agreed.**

**• \_PPG Development Plan System - MJN**

MJN discussed briefly an update from using PPA website.

**• \_Website Education - AL**

Andrew Leach kindly organised 2 educational meetings.

Benefit of offering PPG member to support patients. Andrew putting self forward to be this contact. Happy to have email given to practice to offer this for patient support.

New revised document for website support has been drafted - AL.

Issue with Google group re: PPG communication. For discussion next time when Michael & Sarah Denton back (Note is easier if have google email - and majority feel is working very well as a communication aid)

**• \_Patient Survey Review - DL**

Some small print errors (spellings).

Discussed using SMS reminders - to discuss later.

Could add a reference to complaints procedure within the questioning.

Access to appointments - urgent versus routine - what should aimed wait

be - however agreed this is more of a national policy and challenge given severe underfunding in general practice currently so little benefit from asking our patients locally.

How do people feel about travelling between 2 sites to see their team of doctor/advanced practitioner.

Need to allow people to be more than one CQC group (at the top), currently only lets people select one group.

Action: Finalise then put amended version on to google group. Robert Jordan has a few extra thoughts he would like to add.

- PPG Liaison - MJN

Written to local MP Kit Malthouse. Highlighted project ideas, no response yet.

Hoping for recognition and encouragement to support PPG at Two Rivers. Town Council meetings - some support from Whitchurch Town Council would be welcome.

Note Two Rivers selected as a national beacon site given the successful merger and the benefits it has brought to both individual practices, particularly Whitchurch following its departure of multiple doctors a couple of years ago. Been asked to present at a national conference discuss the success story but also the challenges faced so other practices can learn and may be able to merge to become more resilient.

- Stay Connected Programme - MJN

Revised Stay Connected project and Mike Nightingale will raise on agenda at Town Council.

Newbury Building Society mentioned as may be a good charitable donor - Roger will kindly give contact.

Majority of group really support the concept and feel it has potential and agreed we need to just give it a go. Thanks Mike.

## **5. Further issues for Discussion**

### **a) HIOW Care System STP Delivery Plan Synopsis.**

Debated issue regarding being rural and need to raise concerns from community level about missing out from STP.

Patients to start thinking about how we raise patient voice about real threat to local NHS services.

All agreed the PPG forum will be key to this success.

Suggested article in Parish Magazine to raise clearer awareness of real challenges facing NHS locally given so many mixed messages within the media - all agreed would be helpful for this to be written in a parish article or a series of articles.

*Statutory Partners - Per Pro NHS Trusts, Clinical Commissioning Groups, Wessex Local Medical Committees, Local Authorities, Health and Well-being Boards et al*

**b) PPG Member Issues Review - All**

✓  Building better PPG participation?

✓

✓  Improve PPG Meetings?

✓

**c) PPG Liaison Progress - MJN**

Detailed above.

**d) New Project Proposals - All**

Detailed above.

**e) Sickness Prevention - All**

NAPP has range of self help cards. But cards need to be personalised. Glb keen to help modify into lay mans terms. However discussed from practice point of view already using personalised care plans for most vulnerable which are kept up to date with hard copies at least annually in patients homes, and self help advice for both minor illness and for long term conditions. There may be an opportunity to write simple and local self help cards for patients but currently unclear on this project. Are national self help leaflets on [patient.co.uk](http://patient.co.uk) for the majority of illnesses so may be better to signpost patients to these. For further discussion next time. May be opportunity for clinicians to use care plans more for other conditions.

**6.**

Agreed Actions from this evening

Andrew Leach to be support contact for practice via email.

Dr Lickman to email Michael & Sarah Denton with suggestions for final draft of patient survey prior to then encouraging PPG members and families to complete the survey first.

Mike Nightingale will explore funding to get Stay Connected Programme off the ground and forward a document to the patient group google group.

Dr Lickman to summarise issues facing general practice to be able to develop an article in Parish magazine on STP and latest issues facing general practice.

Dr Lickman to explore texting patients results.

Alison Wogan to look at reply to text for feedback as currently concern isn't working.

Explore facetime idea for consulting.

Gib to explore resource for parish nurse in St Mary Bourne - agreed would be beneficial for Gib to discuss with Calvin Inglis who set up parish nurse in Whitchurch.

## **7. Next Meeting**

March 30th 2017

St Mary Bourne Village Hall

7pm