

**Patient Participation Group**  
**Meeting held on Monday 25<sup>th</sup> February 2018 at 6pm**

**Present:**  
AH, AJ, JT, JD, RA, IW

**Practice:**  
BC

**Apologies:**  
JB, RN, BW, ME, PG, YG

Virtual Members: DC, JB, AN, CH

1 **Apologies for absence**

Apologies from JB, RN, ME & PG. Nothing heard from BW AH to contact

**Action Point:** AH to contact BW.

2 **Minutes of last meeting:**

Minutes of last meeting approved by RA and seconded by JT.

Two amendments need to last minutes before publishing.

All Action points from last meeting have been completed.

**Action Point:** AJ to amend Dec minutes.

3 **Membership:**

No-one taken up Membership Secretaries role, AH to continue.

IW attended as observer, with possibility of becoming a member.

AH has produced a contact sheet, this has all members details and agreement to GDPR and will be held by AH.

4 **Virtual Membership:**

CH wishes to become VM again and JB changed email address.

**Action Point:** AJ to amend email contacts.

5 **Treasurer's Report**

In YG's absence AJ reported that the total balance as of 08/02/19 stands at £1132.91. The book table is still a steady source of income and since last time has raised £27.23 which is included in the current total.

BC instructed to purchase 2 Atrial Fibrillation machines at approx. £100 + VAT each.

**Action Point:** BC to purchase AF machines.

6 **Website:**

NS has updated the website with the PPG minutes and NAPP newsletters.

A question was asked was it possible to amend the colour of the website as this was a request made by a patient to AH.

**Action Point:** AJ to email NS to ask if accessibility could be as on CCG website.

It was decided to remove the Newsletter item for item 6 as all the info in the newsletter was in the patient handbook.

7 **Notice Board & Information Files:**

NAPP certificate now displayed. NAPP membership explained and the benefits we have through being a member. It was discussed should we place a copy of the minutes in the information file in reception. It was agreed they appear on the website.

8 **PRGN & GHCCG, FFT meetings:**

AH gave verbal report.

9 **Waterloo Practice Information:**

2 Receptions are leaving, there are 2 vacancies one for a Senior Nursing Practitioner and one for a Clinical Coder.

1 Doctor to go on Maternity leave and 1 Secretary to go on Maternity leave.

The practice is signing up to a new texting service, that will enable patients to reply if they need to cancel an appointment.

There will be a possibility that the practice will be able to run FFT this way with limited characters.

The Networks mentioned at the last meeting are forming. Our network is called Tolson Care Partnership.

Dr Hammed is joint lead along with

Dr Mounsey from the University practice - joint lead.

A discussion took place on changing the reception staff's job title, BC had spoken to some staff and they were happy with their job title.

EPS - Electronic Prescription Service is to run a pilot to include Controlled Drugs.

Pharmacy 2 You as advertised on TV cannot dispense Controlled Drugs through EPS.

10 **Correspondence**

A letter received from Barclays re Tax status of PPG, AH to respond.

**Action Point:** AH to respond to Barclays letter.

11 **Communication**

No communications on email address or in box.

12 **Fund Raising**

No activity at moment.

13 **Any other business:**

June 10<sup>th</sup>-15<sup>th</sup> Patient Survey with 6 Questions. Plus add the following:

Are you aware of the PPG and what it does?

Have you accessed it?

**Action Point:** AJ to look at patient survey.

JT Community Voice certificate to be renewed. Just a formality.

Health Watch to attend our next meeting on 15<sup>th</sup> April at the beginning of the meeting.

14 **Date of next meeting: 15<sup>th</sup> April at 2pm.**

**Meeting ended at 7.50pm**

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#### **ACTION POINTS**

**Everyone in PPG**

**Send content to be included in newsletter to AJ, including training, meetings, news, events, etc  
All PPG members to let AH know of any points for discussion either at meetings or when the PRGN  
agenda and papers are circulated.**

Reply to emails when received using **Reply All** action so that everyone knows who has replied.

All PPG members to look at all notice boards whenever they are in practice and if any literature is out of date or inappropriate then it be taken down and handed to reception staff. If on the Carer's Count notice board then receptionist should be told to pass to Karen or if general notice board pass to Julie.

Suggestions of further activities to be run.

Keep book table tidy when in.

Continue to bring books in. More books needed.

If any member of the PPG collects posters or notices that would be useful information for patients that could be incorporated into the files, please leave at reception for the attention of JB.

**All PPG:** To encourage new members for PPG.

**AJ:** ~~to amend Dec minutes~~

~~to amend email contacts~~

~~to email NS to ask if accessibility could be as on CCG website~~

~~to look at patient survey~~

**AH:** to contact BW

to respond to Barclays letter

**BC:** to purchase AF machines