

**Minutes of Drayton and Wootton Street Patient Participation Group (PPG) on Thursday
28th November 2019 at 5.30pm**

Present: Mary Ramsay (chair) S.M, L.I, T.M, R.L,
S.P from North Harbour

Sandra Jordan, Practice Manager joined meeting at 6.15 pm and Dr Drake joined meeting at 6.30 pm

Apologies: M.V A.R

No apologies received from R.T

Fr A has for personal reasons decided to resign from group. Mary had accepted his resignation, and acknowledged his decision

A.F was welcomed to group, today was attending meeting as an observer. Mary explained the rules of confidentiality we work to and way in which group conduct their meetings. There was no pressure on decision to join group this evening as reflection time is allowed.

Minutes this evening recorded by R.L

Minutes of the last meeting and action points were accurately recorded by S.M

Action points:

Mary to attend TARGET meeting has not yet happened. Will take place in New Year.

ToR not amended as Mary not happy with wording suggested by now resigned member at last meeting. Time to be given on agenda at next meeting to be discussed by current group members.

Minutes of September meeting agreed.

Speaker this Evening:

Mary welcomed Heather Dubois, Ageuk, Heather told group of new initiative, Close Encounters. She said it a 3 year funded project and was designed to combat loneliness and social isolation. It was hoped GP surgeries would signpost patients to the help. With the social prescriber joining Surgery in January, it is envisaged working together can be achieved. Heather handed out leaflets on the services Ageuk provides. Mary stressed if a group member knew of anyone who could benefit from initiative they could give out information but must not get involved in personal information.

Practice update:

Sandra gave Surgery update.
(Issued to members in separate document)

Action points

The accessibility to E-consult for visual impaired was still being sought from providers, Sandra thought this may be something not been queried before. The system is proving to be successful in as much it is reducing footfall in surgery and giving quick answers. It was something to be encouraged. Group reminded that patients do not have to be registered on line to use it.

Telephone system still causing issues

New call system still in place, it is envisaged it will provide a wide range of information in the future.

Positioning of fan and noticeboard at Wootton Street has now been removed from the agenda.

Sandra said virtual group numbers were increasing (Patient reference group). It was reflecting the demographics of the patient population in surgery. It is hoped to give Group better Involvement in the future. Possibility in the Spring a meet and greet session in an off site venue in conjunction with PPG for patients could be organised. **Action ongoing**

One more flu clinic would take place on 7th December, there has been lack of children's vaccine this year. The PPG had presence at all so far. Mary thanked members for their support at each of them.

Sandra told group she would be retiring at the end of financial year. There will be a transitional period in New Year for new practice manager, Daniel. He will attend next PPG meeting in January. Mary thanked Sandra and acknowledged the support she had given to group over the past 3 years.

North Harbour update:

S.P. told group there had been progress in the development of North Harbour PPG in as much he was now PPG Chair designate but as yet has no committee members. Whilst support is there the surgery at this time has higher priorities, their building and relocation causes concern

AOB

Concern was raised over housing development within Surgery boundaries. Dr Drake said the housing patient numbers were not such an issue as the possibility of an older person's home being built, as that demands greater needs.

Point was raised that Carers Voice has concerns not all carers are recognised. "Carers" being one of the many patient groups the Surgery serves. The group had a discussion around the word "carer" some members showed distaste at the labelling. It was suggested that once the social prescriber was in post this may be something within her remit.

Next meeting Terri Russell, would be speaker talking around IT. Dr Drake said it would be too the opportunity to ask her about building development plans with surgery boundaries.

The chair wished all members a Very Happy Christmas and thanked them for their support this past year

Future meetings:

Thursday 23rd January 2020 5.30pm in Sanderson Suite Drayton surgery

Thursday 26th March 2020

Meeting closed 7.30pm