

Notes of the meeting of the Drayton and Wootton St PPG

Date: 23rd November 2017, 19.00

Present: Mary Ramsay (acting chair), Dr N O'Rourke, A.P, G K, Fr A, J E, G B, J S, L I,

Apologies: Sandra Jordan (Practice Manager) S.A, M V, A M.

No absence recorded for M R

Thanks to A P and G K for recording the Minutes of meeting

Presentation by Dr Philip Scott:

Mary introduced Dr Philip Scott, from the University of Portsmouth, who gave a Powerpoint presentation on a research project that he is leading into Patient Handovers, and more generally into improving hospital communication with patients and their families. Copies of the presentation are available upon request or can be found on the website betterhandovers.org.uk.

Dr Scott also asked if members of the PPG had recent experience of themselves or close relatives being admitted to hospital. Responses were highly variable: some members reported very bad experiences, others were highly satisfied.

It is a condition of the approval of all such research projects that a number of patients and their families are recruited to be involved in the project, which may include telephone interviews (expenses are available for participants). The group was asked if they could help recruit patients who would be eligible for participation.

Dr O'Rourke agreed an advertising poster could be displayed in surgery when available

Minutes of the last meeting and matters arising:

GK asked how things were progressing with the appointment of a pharmacist to the practice. Dr O'Rourke advised that the appointment of a new Pharmacist was imminent (likely to be January).

NAPP Password covered under Group membership agenda item

Location of PPG noticeboard. **As Sandra absent item will be carried over to next agenda, Mary had sent suggestion into Sandra**

Carried over from last agenda: Following Dementia walkthrough, **Sandra had asked group members to consider alternative ideas for waiting area seating. This will be on next meeting agenda**

Group Membership:

The vice chair (Mary) advised the group that the chair (M.N) has advised he wished to stand down from the position and that the Vice Chair should take over and lead on the development of the Constitution and take the group through to AGM. **Mary will write to M N acknowledging his past role as chair.**

The Vice Chair (Mary) informed the group that the NAPP guidelines suggested that a PPG committee should be no more than 20 members. The group agreed that it should remain at the current number (14) and that any additional/new members would become virtual members (this will be reviewed as part of the Constitution). The Group agreed that a small sub-group no more than 3 would meet and put together a draft Constitution for the full group to consider (this is likely to be in the form of a full document with sections that can be included or excluded as agreed by the PPG). Although the sub group will start working on document within the next week, **Members can feed into Geoff by January 6th 2018 only ideas which are relevant for our Group Constitution.**

The group is still unable to access parts of the NAPP website because it does not have the Group e-mail address that is a requirement for this (**Fr A & G B to investigate further and report back to Mary**). The benefits or otherwise of belonging to NAPP were also discussed. The requirement to set up a generic email Draytonppg@gmail.com is NAPP's suggestion. Once set up a password will be issued to chair, who has provision to change before used. Once set up each group member will then be able to link into website. **Mary will notify NAPP of change of chair name.** (*Post meeting this has now been amended*)

G K volunteered to review the on-line systems of the Practice from the patient's perspective (appointment booking, prescription requests etc.) and feedback to Sandra any areas for improvement. **PPG members who note any problems with these systems should email Geoff with the details, and he will collate them, and pursue them with the Practice.**

Practice Feedback:

- a) Dr O'Rourke informed the group that the new appointments system with triage and patient call back was now in operation and that the systems appeared to be working well. The practice had only received two complaints to date. LI informed the group that she had received really good feedback from the Patients she had asked, and others had found the same.
- b) The proposed withdrawal of low cost drug prescriptions was discussed. There were some concerns around how large quantities would be procured by patients with chronic conditions who regularly require hundreds of tablets per month, when many (e.g. paracetamol) can only be sold in small quantities without prescription.

- c) The concerns around new housing (i.e. the impact of additional patients registering with the surgery) were discussed. Dr O'Rourke confirmed that the Practice currently has some spare capacity. The group agreed to request advice from the City Wide PPG in respect of the funding that comes from the Community Infrastructure Levy that developers pay (as part of planning consent). **Mary will feed request into City Wide PPG.** Although some funding would follow these patients, which would in theory allow the practice to employ more clinical staff, there were still potential challenges with staff recruitment.

AOB: none

The meeting ended at 20.50

Date of next meeting: 25th January, 2018; 7.00pm, Sanderson Suite Drayton Surgery

Agenda items to be fed to Mary by 9th January 2018

Apologies by Monday 22nd January 2018 to Mary