

THE CLIFT SURGERY

PPG Meeting Monday 8th May 2017

ATTENDED

Vicky Clarke (VC) – Chair, John Darker (JD), Ian Wilson (IW), Antonia Dewhurst (AD), Nigel Fisher(NF), Sarah Roberts (SR)

APOLOGIES

Howard Perkins, Richard Wood, David Gent & Steve Myers

MINUTES OF LAST MEETING

- The minutes of the last meeting Wednesday 15th March 2017 were approved agreed to be circulated to the virtual group and put on the PPG notice board.

MATTERS ARISING

- Website – MS will be working on this as soon as the surgery has implemented a new telephone system. The partners have agreed that this is priority.
 - JD asked why recording was an important feature for the telephone system NF replied for the benefit of patients and to protect the GPs.
- Bramley magazine – We will continue to submit something after each PPG meeting this will be agreed at the meeting.
 - Ideas for the magazine
 - Telephone system
 - Ask for PPG members
 - Surgery to have a new nurse (specialises in respiratory once trained)
- Virtual Group – We will await SM return. We will however continue to send minutes and Vicky will send chairman's thoughts (summing up) after each PPG meeting. MS will continue to do this for the time being.
- Updating Notice Board – The PPG will continue to do this AD will try to locate some children's drawings for this.
- Annual Questionnaire – SR discussed that nothing had materialised with this suggest to do something towards the end of the year when we do the newsletter. SR will be doing a survey for the triage system.

AGENDA

- The Virtual Group – Discussed two emails received VC will reply to these
 - Bryan Jenkins – re emailing doctors NF has explained that as a practice we do not do this and will not be doing it in the future. There is a risk that an important email will be missed. Partners would prefer telephone consultations.
 - Rachel Holland – Asking what the PPG was and did VC to reply.
- SR Findings on visit to Alton PPG meeting
 - This group are very involved with sharing information with patients they run health watch weeks and on one of the afternoons of that week do a coffee and cake afternoon. MT our diabetes nurse would like to invite the diabetes UK to visit the PPG to get them involved with this. Dr Ward would like to encourage discussion with age concern. SR will invite Dr Ward to a meeting

to explain what she found out with the active aging event she would have liked the PPG to attend. Other ideas that they could get involved with would be to promote pocket medic. VC & AD were very keen to get involved with this. SR also discussed that we would like to invite one member of the PPG to our next staff away day so that the PPG could become involved.

- Antonia to report on surgery visits – AD has done this twice did not get very much from it patients do not know about the PPG they do not really look at the notice board. However, some are interested in the virtual group.
- Newsletter – Agreed to get this organised for the Autumn.

AOB

- AD asked about how to get more GPs. SR explained until the patient list grew there were no funds for extra GPs the lack of appointments was not down to not enough GPs it was largely due to growing patient demand and the aging population. This was why signposting and different help groups were so important.
- AD asked could the PPG raise money and what did the surgery need ?
- SR asked if anyone was interested in the NAPP conference the practice would pay for this. No-one at the meeting was able to attend.

Next meeting Monday 7th August 2017 at The Clift Surgery 1 – 2pm.