

## PPG MEETING 28<sup>th</sup> JUNE 2018 AT THE CLIFT SURGERY

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### ATTENDED

Dave Gent (DG) <[davidgent16@hotmail.com](mailto:davidgent16@hotmail.com)>,  
Dr Roisin Ward (DRW) <[roisinward@nhs.net](mailto:roisinward@nhs.net)>,  
Antonia Dewhurst (AD) <[antonia@imhappy.to](mailto:antonia@imhappy.to)>,  
Mike Davis (MD) <[mikedavis600@btinternet.com](mailto:mikedavis600@btinternet.com)>,  
Nick Hutton (NH) <[nick@stonehutt.com](mailto:nick@stonehutt.com)>,  
Keith Oborn (KO) <[keith.oborn@keble.oxon.org](mailto:keith.oborn@keble.oxon.org)>,  
Claire Berry (CB) <[claire.berry5@nhs.net](mailto:claire.berry5@nhs.net)>,

### APOLOGIES

Richard Wood (RW) <[rjwood@btinternet.com](mailto:rjwood@btinternet.com)>,  
Vicky Millhouse (VM) [victoriamillhouse@btinternet.com](mailto:victoriamillhouse@btinternet.com),

### MINUTES OF THE LAST MEETING

The minutes of the last meeting of 17th May 2018 were approved, agreed to be circulated to the virtual group and put on the PPG notice board.

### AGENDA

#### **Matters Arising**

PPG should help the surgery with communication issues that staff don't have time for.

Can PPG communicate with patients for who the surgery has email addresses? This would be done by the surgery with PPG input, perhaps using DRW's parish magazine text.

Detailed plans and timetable for the new building being brought into use are to go in a notice in waiting room.

PPG will circulate selected NAPP information to patients – but not all of it!

Surgery will promote use of the blood pressure machine after the move is complete. Improve staff training to make sure they promote it.

#### **Report on actions taken since the last meeting**

PPG membership:

*Current attendees plus Vicki when available. Melanie Webb is not contactable.*

*Jenny Edwards from Bramley volunteer drivers will nominate a specific member. Drivers volunteer group still wants to have a representative but an accident has derailed this for the moment.*

*Further members to be recruited: current NAPP recommendation is for 12. We need a specific "mission statement". DRW will write something for the parish magazine, and we can then take this to the virtual group and the Bramley*

*Facebook group. AD will prime the latter to look for the parish magazine article.*

*We need younger people, preferably women (mothers in particular) and teenagers.*

Display Board:

*AD and Vicki to update static boards. Can we put video clips and animations on the screen in reception? DRW will check with Margo, inform KO.*

Link with local magazines:

*Content for local magazines to be provided by 10<sup>th</sup> of month. DG to check with Vicki if she can still do it. Roisin will handle surgery input for the moment.*

PPG Roles & Responsibilities;

*NH will draft PPG Terms of Reference. Email him with corrections and updates by 10<sup>th</sup> July.*

PPG Group expenses:

*mileage for visits to other surgeries, CCG meetings, patient meeting refreshments.*

*No finance at present.*

Virtual Group update;

*Not sure of membership, remit, accountability, and methods of liaison. Has been used for research in the past. Need guidance from other surgeries.*

*Surgery has email addresses. DRW proposes a "reset" email to ask members if they want to continue.*

PPG website update:

*Should be part of the surgery site.*

Clift surgery website:

*Surgery was to investigate updating it. Margo has this task, but has not had time for action so far. Are there confidentiality issues around patient information? What are limitations (NHS, GDPR), and what changes are needed? Find out what the site maintenance contract is, can we exit or replace it?*

Triage system:

*Is it working? Are patients happy with the system? How easy is it to get non-urgent appointments? Has a survey been undertaken by the practice? (May 2017)*

*Need to communicate to the community what is possible in current financial and staff climate. Surgery plans a survey to gather community input. Suggest waiting 6 months to allow new building and staffing to settle. PPG to assist on survey questions.*

Staffing and Practice update ref building:

*Improved access with new extension. Internal promotions in office, backfilling with experienced staff recruitment. Internal moves should be done by September.*

Frailty and other schemes:

*Frailty nurse being interviewed, will allocate 1 day per week to Clift. Community/home visits targeted to start next year. Diabetic preventive sessions to be investigated. Regular walking sessions from surgery: AD to check Facebook for existing group, see if they will make the surgery a start point. September 19th is a good start date due to surgery move. Lunchtime 1-2. AD suggests adding evenings next spring. Route to start via Frith substation access road.*

*Then move to diabetes, frailty. KO to check on the "Steps to your Healthy Future" charity ([www.stepstoyourhealthyfuture.org](http://www.stepstoyourhealthyfuture.org)) for ideas on diabetes. MD Suggests an initiative on urine sugar level tests.*

Link working with Chineham and Whitewater:

*Surgeries are linked and resource sharing. 7 day working now feasible. Pilot paediatric clinic run monthly until May. Investigating employing a physio.*

Artwork:

*AD to help organise an art display rotation for the new surgery, subject to surgery go ahead.*

Newsletter:

*NH suggests re-starting the surgery newsletter, to be emailed. Needs contributions. Content to be sent to Bramley Magazine.*

Surgery business plan:

*NH suggests that PPG should have overview of the surgery's plans.*

CCG PPG Membership:

*We are not represented, DG will try and attend.*

NAPP Membership:

*Now getting the bulletin. New contact email address being set up.*

Best practice from other PPGs:

*No update*

Wider NHS and health matters:

*No update*

Date, time and place of next meeting:

*18.30 Thursday 6<sup>th</sup> Sept. at surgery*