

Culverhay Surgery Patient Participation Group

Meeting Tuesday 22nd April 2014

Attendance from the Practice: Caroline Pearmain (Practice Manager), Kay Herniman.

Patient Group: Susan Convery, Michael Sykes, Anne Sutton, Anne Weaver, Keith Jenkins

Apologies: Sarah Hale, Carol Kloiber

Agenda

(CP) welcomed the group and discussed the agenda for the meeting proposing that the possibility to elect members of the group for the key roles of Chair, Secretary and Treasurer could be addressed. To go over the outline of the terms of reference as proposed by (MS) and (CP). To discuss and review ideas for the groups work plan and the next steps.

Minutes from previous meeting

The minutes from the previous meeting were accepted by the group

Ground Roles – proposed and accepted

- The meetings are not a forum for individual complaints and single issues
- We advocate open and honest communication between individuals
- We will be flexible, listen, ask for help and support each other
- We will demonstrate a commitment to delivering results as a group
- Silence indicates agreement – speak up but always go through the Chair
- All views are valid and will be listened to
- No phones or other disruptions
- We will start and finish on time and stick to the agenda

Appointment of Chair, Secretary and Treasurer

(CP) proposed that given the size and structure of the group the nomination and election of these roles could be done on informal basis at the meeting. This was agreed and time commitment and availability were discussed within the group. (MS) questioned the need for a treasurer at this point, (CP) proposed that this role, for now, would be to cover basic refreshments for the group At a later stage as the group expands and progresses a Treasurer will be needed to as the group may decide to take on fundraising and health events etc.

Nominated Roles

Chairwoman – Susan Convery (It was agreed that the chairwoman would be the spokesperson for the group regarding statements, discussions etc.)

Treasurer – TBA

Hospitality - Anne Weaver (To provide refreshments for the group)

Secretary – TBA

Group Support – Michael Sykes

It was thought as the group expanded (no more than 10 members within the core group) these roles could be reassessed and taken on more formally. (CP) to forward two new applications to (SC)

Work Plan

At this point in the meeting it was highlighted that there could be more done to enrol new members to achieve a representative group of the surgery population. (CP) referred to the Patient Participation Awareness Week June 2nd – 7th and the resource pack given to the group at the beginning of the meeting. (CP) thought it would perhaps be useful to combine this week with the promotion of CSPPG. (AW) suggested a press release in local directories and newspapers e.g. the gazette and Hillesley Happenings, this was thought to be a very good idea. (SC) pointed out that the deadline for any entries into these publications needed to be submitted as soon as possible as these were usually a month or so in advance of publication. (SC) will draft the article for this and send to the group and (CP) for approval.

(CP) was pleased to announce to the group that the surgery would be shortly taking delivery of an information screen for the waiting room. It was proposed that the group take on the management of the content for this screen whilst also allowing the surgery to use it for the promotion of surgery health clinics etc. It was also suggested that the group could use the PPG board to display information. These proposals were accepted by the group.

Other methods of promotion which were proposed and agreed:-

- Table top awareness promotion within the surgery during the week 2nd – 7th June. To make patients aware of the group, gather emails for virtual group etc.
- Promotion on the surgery website – (KH to upload information submitted)
- By word of mouth, group members to invite patients to the next meeting.
- Patient news letter
- Surgery notice board

(CP) suggested that the group may want to focus on support for carers as this is a very grey area for people to access to get the help and information they need. This was agreed upon

and would be included in the work plan for the promotion of the group. It was also suggested that the group share ideas with other local groups e.g. The Chipping Surgery.

(CP) also suggested that the group may want to review information leaflets/posters on display in the waiting room. The aim would be to avoid information overload but at the same time ensuring that information is useful and current.

Terms of Reference

(MS) felt that the group needed to bullet point their aims and promote a clear view of groups' purpose so that patients are fully informed.

(CP) Thanked (MS) for his submission of the Terms of Reference for the CSPPG which she found very helpful. Unfortunately due to lack of time the group were unable to discuss this submission and it was proposed that this and (CP) suggestions could be discussed at the next meeting. (CP) circulated her thoughts for inclusion in the Terms of Reference for the group to consider.

(CP) closed the meeting by thanking the group for what was felt to be a very productive and positive discussion.

Next meeting scheduled for Thursday 22nd May 2014 @ 06.30pm