

NORTH COLCHESTER HEALTHCARE CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 1ST JUNE 2016

Attendees: Matt Farrell, Leila Priscott, Jean Wilson, Laurie Southwell and Nick Chenery

Apologies: Yaa Dankwa Ampadu-Sackey and Syed Hadi

Chair: Sharon Dixon – Deputy Service Manager

Minutes: Laurie Southwell

	Agenda Item	Notes	Owner	Action
1	Welcome and Introduction	Sharon (SD) Welcomed the members and thanked them for attending the meeting.		
2	Minutes of Last Meeting	Minutes of last meeting were reviewed. Follow up with those that had originally shown an interest with one possible additional member. Details will also be added to the website. Ideally looking for 5 more members. Registration form currently only gives options to participate in the virtual group.	SD	Registration form to be amended to encourage involvement in the PPG as well as the virtual group.

		<p>Documentation had been distributed to each member of the group following the meeting in April.</p> <p>Confidentiality Agreements were signed by each member of the group that attended the meeting.</p>		
3	Updates on North Colchester Healthcare Centre (NCHC)	<p>Two Doctors have started at the centre and almost up to full establishment of nurses.</p> <p>Telephone triage system has started and is working well. Once all posts are filled, this will improve the system further.</p>		
4	Appointment of Chairperson, Vice Chairperson and Secretary	<p>Following voting submitted in advance of the meeting, Nick Chenery is appointed Vice Chairperson and Laurie Southwell is appointed as Secretary.</p> <p>Votes were tied between Matt Farrell and Yaa Dankwa Ampadu-Sackey for Chairperson. As Yaa was not present at the meeting, discussions are needed to get views and agree a way forward.</p>	SD	Contact Yaa Dankwa Ampadu-Sackey regarding Chairperson vote and agreed way forward.
5	Terms of Reference	<p>The Terms of Reference (circulated following April's meeting) were agreed by the group.</p> <p>If future fundraising events are to be held, a Treasurer will be required – Jean Wilson is happy to take on the role with help from Sharon Dixon.</p>		
6	Appointment System	<p>The appointment system has been amended in the last few months to allow more availability on the day, in advance and online.</p> <p>It was agreed to complete a patient survey to gather</p>	PPG	Email ideas for what should be included on the questionnaire

		<p>feedback on the changes to the appointment system. Carrying out this survey also give opportunities to the group to encourage more members to join.</p> <p>It was requested that availability for services other than appointments with GPs was added to the online booking system.</p>	SD	<p>to Sharon Dixon within next few days. Aim to get survey ready for use in a fortnight.</p> <p>Enquire whether this facility is available within the booking software.</p>
7	NAPP	<p>Funding for PPGs has been withdrawn nationally. However, it was agreed that the resources would be useful for the group and Matt Farrell volunteered to pay membership, to be reimbursed following the first fundraising event. Matt will circulate membership details once received.</p>	MF	
8	Patient Survey	See notes on Item 5		
9	PPG Summit	<p>Possible PPG summit being held in July (date, venue and attendees to be confirmed). Agenda items have been requested. Suggested items:</p> <ul style="list-style-type: none"> • What support can they provide to PPGs? • How to get two way dialogue between PPGs and CCG • Facilitating PPG networking 	MF / SD SD	<p>Brainstorming session required for possible agenda items to be undertaken with Matt and Sharon, with outputs shared with the group.</p> <p>Sharon will also contact rep from CCG for more information.</p>
10	Next Meeting	The next meeting will be held at 7pm on Wednesday 20 th July 2016.	Chair / MF LS	Brainstorming session required for future agendas with Chairperson(s) and Sharon Dixon. Items to be sent to Secretary for agenda to be issued.
11	Any Other Business	It was agreed to have a PPG area in waiting room, with member details and a comments box / comments cards. As part of this, a generic email address will be set up and monitored on a rota within the group.	PPG SD	<p>Any updates to bios or photos for the display area should be sent to Sharon.</p> <p>Generic email address and PPG area to be set up.</p>

	<p>Agreed that email addresses can be shared between the group rather than using BCC.</p> <p>Mobile number provided for Sharon Dixon – 07500 607778.</p> <p>Future events discussed:</p> <ul style="list-style-type: none">• It would be good to hold a patient meeting one evening, held by PPG. The cafeteria area could be used.• Cake and coffee morning to be held on a Sunday in late August. May be able to speak to cafeteria for use of space / equipment.		
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