

**NORTH COLCHESTER HEALTHCARE CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**MINUTES OF MEETING HELD 4<sup>th</sup> May 2017**

**Attendees:** Yaa Dankwa Ampadu-Sackey, Matt Farrell, Leila Priscott, Christine Chaplin & Nick Chenery

**Absent with apologies:** Michelle Futter,

**Chair:** Yaa Dankwa Ampadu-Sackey

**Minutes:** Nick Chenery & Yaa Dankwa Ampadu-Sackey

Agenda Item	Notes	Owner	Action / Update
1.0	<p><b>Welcome and Introductions:</b>            The Chair welcomed everyone to the meeting.</p>	PPG	All to note
2.0	<p><b>Essex Lifestyle Service introduction:</b>            Gabby Springett (GS) joined the meeting and explained Essex Lifestyle Service (ELS) had formed in April 2016 with the aim of offering support to anything to do with lifestyle change, with the main office at The Crescent, Colchester.</p> <p>Patients can be referred by a GP or via self-referral, with telephone and in-person clinics the main forms of contact. There is the option of home visits too and an app is being developed as another way of contacting ELS professionals.</p>	KC	All to note. NCHC to make leaflets left by ELS available to patients.

	<p>GS explained one clinician will take charge of a patient and be the single point of contact. Usually there is 6 sessions over a 3 month period, but can be extended, and there are regular 6 monthly follow up calls post-completion of the sessions</p> <p>Essex County Council commissioned a 5yr guaranteed contract, and North Essex have 2 coaches for specialist requirements and 3 practitioners for more general service. Most popular service is stop smoking and increasing activity. Not specialists in mental health but have many partnerships and can refer.</p> <p>PPG thanked GS for introducing ELS and accepted leaflets to distribute.</p>		
<p><b>3.0</b></p> <p><b>3.1</b></p>	<p><b>Minutes of the last meeting &amp; Procedural (PPG Structure)</b> The full minutes of last meeting held on 2<sup>nd</sup> March 2017 was approved in its entirety.</p> <p>The PPG acknowledged and approved the proposed new structure of YDAS as Chair, MF as Vice Chair, NC as Secretary, LP and CC as members until the end of calendar year 2017.</p>	PPG, KC	All to note
<b>4.0</b>	<p><b>Review of Minutes from previous meetings</b> YDAS had collated and reviewed minutes from meetings over the last year. . Need to KC to confirm if all minutes are uploaded on the website. Also many points had been actioned which was acknowledged and appreciated by the PPG. Outstanding minutes reviewed and have been recorded below to ensure they can be actioned as appropriate at the earliest opportunity.</p>	KC	<p><b>KC to review with YDAS, MF.</b> <b>All to note</b></p>

	<p><u>April 2016</u> Driving membership. 20 people were keen to join on the inception of the PPG but it's unclear if these were ever re-contacted. PPG to request from KC their details to re-contact.</p> <p>Registration for PPG. A simple form to sign up for PPG when patients visit the clinic or newly register had been drafted but noted that a brief introductory paragraph was required. PPG to own a replies box – noted other PPGs in the area have one with their own key.</p> <p>Fundraising. Noted that NAPP does allow fundraising for specific things – the PPG called out the desire for a monitor so messages and notifications can be displayed.</p> <p><u>October 2016</u> PPG Survey. PPG keen to improve understanding of views of more NCHC patients – a survey had previously been drafted and proposed but has been dormant. PPG would like to tie this in with the registration replies box suggested above.</p> <p>Minutes. Unclear if these have been uploaded to the NCHC website, they could not be located</p> <p><u>November 2016</u> Budget. Previous minutes recorded that a budget would be investigated for the PPG to assist with any treasurer role. Example being monitor, and reimbursing any national PPG membership funds. [Noted that MF has been refunded from NCHC petty cash but renewal of approx. £40 due shortly].</p>		
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<p>4.1</p>	<p><u>December 2016</u> Pop up stand. KC thanked in absentia for organising. Feedback on displaying next meeting dates to increase participation. Request for a whiteboard, and locate the stand in a higher footfall area, e.g. near phlebotomist?</p> <p>Directions. YDAS flagged inadequate signage between hospital/A&amp;E and NCHC (considering both parties regularly refer patients to each other). Escalation of requirement (CCG?) for zebra crossings, especially for vulnerable patients.</p> <p><u>March 2017</u> Adverts. Mylander published quarterly – LP to confirm if we could also add to St. John’s newsletter too? Request for KC to forward Gazette details to YDAS. Clarity needed over NHS Choices.</p> <p><b>Timelines</b> PPG agreed to target responses ASAP (initially by end of May but updated to next meeting) on all outstanding actions so that in the next newsletter we can announce a “You Said, We Did” update.</p>	<p>YDAS</p>	
<p>5.0</p>	<p><b>Future Events – raising awareness</b> PPG awareness day event 21<sup>st</sup> June. In addition to Bowel Cancer Research we could co-host with one of our recent guests, e.g. ELS from this meeting, or Health in Mind? PPG expressed desire for further support from NCHC. Would like a bigger and bolder event to attract more people and show the NCHC’s commitment to the PPG and its growth. Send an email to all registered patients to invite? Need a clear</p>	<p>KC, PPG</p>	<p>All to Note</p>

	message about what this PPG is and its aims.		
<b>6.0</b>	<b>AOB &amp; Next Meeting</b>		
<b>6.1</b>	<b>Documents</b> Draft Constitution and Terms of Reference to be reviewed at a future meeting. MF has requested pictures and biographies from all new members.	<b>YDAS, MF, PPG</b>	<b>All to note</b>
<b>6.2</b>	<b>Monitor</b> MF had previously believed to have 50" TV available to the PPG but unfortunately banding has exacerbated and is now no longer suitable for any use.  PPG to lobby CCG about improved information services, especially as when someone is next in line to be seen it's easy to miss the announcement. Also suggested was a Post Office style paper ticket on admission. If a screen was to be used could also display other relevant info e.g. organisations that have presented to the PPG.	<b>YDAS, PPG</b>	<b>KC, Pam Green. All to note.</b>
<b>6.3</b>	<b>Membership</b> Whilst the minutes note various actions aimed at raising membership, in the interim YDAS challenged PPG members to bring a friend to a future PPG meeting.	<b>PPG</b>	<b>All to note</b>
<b>6.4</b>	<b>CCG Urgent Care Review announcement</b> PPG memberships wishing to attend were advised the venue of Venture Centre 2000, Lawford, Manningtree, CO11 2JE on 30 <sup>th</sup> May at 2.30PM to hear what the public have voted for [NB – date potentially postponed with UK Election].	<b>PPG</b>	<b>All to note</b>
<b>7.0</b>	<b>Next Meeting:</b> <b>Thursday 6<sup>th</sup> July 2017, 7pm at NCHC. Featuring Pam Green, Director of Transformation and Strategy at NEECCG to</b>		

	<b>deliver a talk on Five Year Forward View.</b>		
	End of meeting 8.30PM.		