

NORTH COLCHESTER HEALTHCARE CENTRE
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 8TH November 2016

Attendees: Matt Farrell, Yaa Dankwa Ampadu-Sackey, Jean Wilson, Leila Priscott , Syed Hadi and Kath Cini

Apologies: Laurie Southwell and Nick Chenery

Chair: Matt Farrell

Minutes: Matt Farrell & Yaa Dankwa Ampadu-Sackey

	Agenda Item	Notes	Owner	Action / Update
1	The Health Forum and how other PPGs work	<p>Ray Hardisty, the chair of Health Forum and secretary at the Ambrose Avenue PPG, explained the purpose of the Health Forum and public involvement. It is the sounding board to find out what patients within the North East Essex Area want regarding provision of health services. It's a platform for patients to engage with other patients and service providers. There is an elected serving committee which include patients, representatives of careers and a designated young person.</p> <p>The Health Forum meets monthly on the 3rd Wednesday of each month.</p> <p>Ray also explained how the Ambrose Avenue PPG operates –</p>	PPG	All to note.

		<p>Their PPG is patient led with a chairman and a secretary. It has 20 active members and meeting monthly. The practice manager also attends their meetings purposely to give feedback on issues. In conjunction with the practice it issues a 4-page monthly newsletter with 2 pages dedicated to the GP practice. He explained that the practice funds all activities by the PPG.</p> <p>The PPG holds monthly information sessions to engage with the patients.</p> <p>Matt thanked Ray for taking time out to meet with the group and all agreed it was invaluable for our PGG for defining direction and activities.</p>		
2	Minutes of Last Meeting	<p>Minutes of last meeting were reviewed.</p> <ul style="list-style-type: none"> Minutes were agreed and will be posted on the NCHC website 		MF to forward minutes to KC for upload.
3	Update from the centre	<p><u>Comments Box</u></p> <p>Kath explained a new comments box will be placed at the reception. This will be for the combined use of the PPG and the surgery. This has since been done. There are two new boxes clearly marked; one for repeat prescriptions and the other for complaints.</p> <p>Kath advised that the box will be emptied daily and any issues relevant to the PPG will be immediately sent by email.</p> <p><u>Self-registration screen</u></p> <p>The screen has been sent back to Germany for repair.</p> <p>Post Meeting Note: The screen has now been repaired and is</p>	KC	KC and team to forward relevant enquiries to PPG

		<p>fully functional.</p> <p><u>Newsletter</u> Kath welcomed the idea posed by Ray of creating a practice newsletter, jointly compiled by Care UK and the PPG. Matt and Kath to discuss further outside the meeting.</p>	MF	<p>All for ideas MF & KC to discuss arrangements</p>
4	PPG procedural	<p><u>Membership</u></p> <p>Kath passed two names over to Matt and Yaa of potential members, Yaa could not contact one person and the other decided the PPG was not for them. Matt and Yaa took the opportunity to speak to a registered patient on a recent visit – but there has been no further contact from that person.</p> <p>NOTE: If PPG members are able to come an hour earlier for the next meeting, we can use this as an opportunity to explain our role and possibly recruit new members - a notice is posted at reception to say PPG members will be available from 17.30 on 13th December.</p> <p>Kath offered to order some badges so that PPG members could be identified.</p> <p><u>Attendance at the health forum and other event</u></p> <p>Further to Ray's talk, Yaa explained the structure of the Health Forum and the Local Health Matter's meetings (which she had recently attended. The latter meetings are held monthly. Matt suggested that we should try and cover these meetings with PPPG members</p> <p>The next meeting being 23rd November when Matt and Leila agreed to make arrangements to attend.</p>	<p>PPG</p> <p>YDAS</p>	<p>All to encourage any persons they know are registered at NCHC to get involved.</p> <p>All to note</p> <p>KC to order badges</p> <p>YDAS to keep on agenda and seek 'cover' at future meetings.</p> <p>MF and LP</p>

		<p><u>Notice board update</u></p> <p>With NC offering apologies this action to roll over to next meeting.</p>	NC	NC to update at next meeting.
5	PPG Activities	<p><u>Patient Survey/Questionnaire</u></p> <p>No discussion. Matt reminded all for any further comments on his email of 29/6/16 (List appended).</p> <p><u>Fundraising</u></p> <p>KC advised that it was not appropriate for the PPG to raise funds for the centre, however, following Ray's overview, it was agreed that any fundraising would be used to cover PPG costs such as travel expenses, promotional materials and registration of NAPP, etc.</p> <p>Kath would investigate whether a budget could be allocated for the PPG, all agreed this would be a good idea as it would negate the need for a treasurer. Kath offered to order any consumables/banners etc. needed by the PPG from alternative budgets.</p> <p><u>NAPP & Access to NAPP website</u></p> <p>All reminded that NAPP website available to all members using logon details shared previously.</p>	<p>MF</p> <p>PPG</p> <p>All</p>	<p>All for comment</p> <p>KC to investigate budget provision to PPG</p>
6	AOB and Next Meeting	<p><u>AOB</u></p> <p>Syed made the excellent suggestion that the meeting dates be scheduled at a set day each month.</p> <p>All agreed that going forward our meetings will be held on the second Tuesday of the month from 6.30pm.</p>	All	All to note.

		<p>Syed suggested the meetings should have a duration of not more than an hour and excused himself from the meeting. All remaining agreed that 1 hour was not sufficient as we are in the early stages of our establishment – particularly as we are seeking guidance/overview of services from other PPG’s, representation from healthcare Professionals at the PPG and other Health groups. However, all agreed to try and limit meetings to 2 hours maximum.</p> <p><u>Next Meeting</u></p> <p>Tuesday 13th December 2016, 6.30pm at NCHC. (Meet other patients from 17.30)</p>		
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APPENDIX A

MATT’S QUESTIONS ON APPOINTMENT SYSTEM

How did you book your appointment here today. Phone, online, in person.

How long did you have to wait before your call was answered, is this typically how long you wait

How easy is it for you to get an appointment that fits in with your lifestyle

Is it easier to get an appointment now compared with say 1 month, 3 months or 6 months ago.

How easy is it for you to get an appointment now on the same day, within a week or within 2 weeks.

When you arrived for your appointment, how did register your arrival?

Do you use the online booking facility?

Is there anything else you would like to say about the appointments booking arrangements that could help nchc improve the service?