

NORTH COLCHESTER HEALTHCARE CENTRE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD 6TH OCTOBER 2016

Attendees: Matt Farrell, Yaa Dankwa Ampadu-Sackey, Jean Wilson, Laurie Southwell, Nick Chenery and Kath Cini

Apologies: Leila Priscott and Syed Hadi (post meeting)

Chair: Matt Farrell

Minutes: Laurie Southwell

	Agenda Item	Notes	Owner	Action / Update
1	Welcome and Introduction	Matt Farrell welcomed the members and thanked them for attending the meeting. Introductions made for Kath Cini, Service Manager		
2	CQC, NHS Choices & recent changes at the centre	New full time doctor starts on 12 th October so there are no GP vacancies. Rotas are now being filled 4 months in advance rather than 2 weeks. Additional receptionists being recruited. Between 7am – 10am, the admin team are assisting in taking calls. There are still issues with the phone system. Additional workload being		

		The patient registration system is broken. KC is pursuing replacement by CCG.		
3	Minutes of Last Meeting	<p>Minutes of last meeting were reviewed.</p> <ul style="list-style-type: none"> • Registration form currently only gives options to participate in virtual group • Way forward for Chairman • Fundraising events • PPG Summit • Updated photos / bios required • Generic email address and PPG area set up. 	KC	<ul style="list-style-type: none"> • Every patient that signs up for virtual group receives a letter to give agreement to be contacted for PPG. If this is given, they are then contacted via phone. Action closed. • Discussions held and agreed position of Chairman will be shared. Action closed. • Clarification required about what fundraising is permitted. • Summit has already taken place this year. Action closed. • Supplied. Action closed. • Completed. Action closed.
4	PPG procedural	<p><u>Membership</u> Need to get membership numbers up. Discussed the follow up undertaken from patient registration forms and whether members have any contacts at the NCHC they could contact.</p> <p><u>Fundraising</u> More guidance needed from KC about what is allowed but at the minimum, funds required for NAPP member ship, notice board costs and expenses incurred from any NAPP meetings / activities.</p> <p><u>Quorum</u> It was agreed that quorum would be 4 members.</p>	JW / NC	<p>Find out (from websites / NAPP information) what the role of a Treasurer involves.</p> <p>To note.</p>
5	PPG Activities	<p><u>Notice Board</u> An issue has been identified that patients do not like discussing their symptoms with receptionists when trying to</p>		

	<p>make appointments and do not recognise the benefits of doing so. May be an idea to include in the “Do You Know” section of the notice board.</p> <p>Captions to go in the Do You Know section.</p> <p><u>Appointments Questionnaire</u> The objective of the appointments questionnaire is to feedback whether the appointments system is working, including the triage system, and what patients would like to make it as convenient as possible.</p> <p><u>Coffee Morning</u> Need more guidance on whether fundraising is permitted before an event is planned but would like to get other services involved and to hold an event just before Christmas. It has to be a Sunday. A special meeting will be held to plan this event if it can happen.</p> <p><u>NAPP & Access to NAPP website</u> Details have been provided. Group encouraged to have a look and provide feedback on any good ideas found at next meeting.</p>	<p>All / NC</p> <p>All</p> <p>LS</p> <p>All</p>	<p>It was agreed that the general content would be agreed via email and NC would design the layout.</p> <p>All to feedback on questions to be included in the questionnaire. LS to put rota together for carrying out questionnaire.</p> <p>To note</p>
--	---	---	---

Next meeting date: 8th November at 18:30