MINUTES of Meeting held on Wednesday 17 October 2018 at 16.45, at the Pavilion Surgery in Brixton of the Hetherington Group Practice

Present:

NC , DS, AMc, DM

A poor turnout for this meeting but we aim to continue promoting the group

(see PPG section)

**REAPPOINTMENT OF MANAGEMENT GROUP**

Good news that, the management of the Pavilion Practice has been reappointed to the Hetherington Group, and will operate for another 10 years.

**CLARITY OF LETTER CONTENT**

A letter was sent to all patients advising of the reappointment of the Hetherington Group Practice. In the body of the letter it did make clear that existing patients need take no further action. However, some patients, notably older persons, were still confused and had telephoned the surgery asking if they needed to re-register with a doctor.

There was discussion that the ‘no further action’ advice could have been highlighted at the beginning of the letter, or made more prominent, and that perhaps all communications with patients should be double examined for any potential misleads.

**WEBSITE AND ON LINE ACCESS**

In general the website has been praised. There is a facility on the website for both complaints and favourable comments.

National charities are highlighted on the website but not local ones.

Problems with accessing the on-line appointments system seem to have been ironed out. There is a member of staff allocated as the ‘support champion’ for queries about on-line access, although all reception staff are able to deal with access issues.

**‘FLU JABS**

The uptake has been disappointing this year. Of special consideration is the advisability for carers to be inoculated to protect the vulnerable persons for whom they are caring. The Pavilion Practice is currently working on updating the carers list in order to invite these patients in for jabs.

Spurious anti-vaccination reports may be playing a part in the lack of uptake.

**SOCIAL PRESCRIBING**

The emphasis is increasingly on Social Prescribing – providing help and support for patients to manage their wellbeing. Often this is provided by outside resources, other charities, etc. and discussion took place around the possible sharing of resources between the Hetherington Practice, Pavilion Practice, as well as the Clapham Practice.

The Citizen’s Advice charity have provided services in the past and could be invited again.

Although, this year, the Patient Group was not yet set up in time for World Mental Health Day on 10 October, the aim is to plan for it next year.

The volunteer had assisted on a charitable stand at the local Country Show this year in Brockwell Park, and had obtained brochures and details of charities in Lambeth which may be helpful later.

**RECRUITMENT OF VOLUNTEERS FOR THE PPG – Patient Participation Group**

AMc advised that entitling the group as just PATIENT GROUP may help, as the word ‘Participation’ may imply a heavy involvement, possible deterring some potential volunteers.

DS confirmed that Social Events are important to encourage others to join, and NC confirmed that, for some, attending a meeting could be a daunting prospect, and a social event breaks down those initial barriers.

Short events could be held at the Pavilion Surgery in the small Function Room adjacent to the Waiting Room with themes such as ‘Have Your Say’ or ‘Open Doors’. The emphasis would be the need for volunteers for the Patient Group and potential activities of the Group.

SETTING UP, AND FUNCTIONS OF, THE PATIENT GROUP

Notes detailing the Gold Standard aim are to be made available.

Main aims are that the Group is to be Patient-led, and AMc passed to the volunteer the notes detailing ‘Guidance for Starting a Patient Participation Group’ as well as the ‘Terms of Reference'

There should be active engagement by the volunteers, both in the Practice and in the PPG Network as a whole. The volunteer has attended several events.

AMc outlined that, in some practices, all patients are automatically entered as being part of the Patient Group, and they have to ‘opt out’ if they do not wish this. Those who volunteer to attend meetings and take a part in the functions of the group are considered ‘Super Members’.

AMc highlighted the National Patient Survey and that corresponding aspects within the Practice should be benchmarked against the survey, with involvement by the volunteer Patient Group members.

The CQC (Care Quality Commission) does inspect each Practice every 5 years (used to be every 3 years), and the results of their report should be shared and discussed with patients through the Group. Proposed that email could be used.

Any changes proposed within the Practice are to be discussed with patients through the Group.

**NOTICEBOARDS**

At present the notices about the Patient Group are placed on the ‘Carers’ Board located in the first part of the lobby. This is to be reviewed as it is not really noticeable.

**MEETINGS**

Discussions around the frequency of meetings, both from the viewpoint of the Practice Staff and the Volunteers, resulted in an agreement that, for the present, meetings would be timed at every 4 months, which would afford three meetings per annum.

It was agreed that the first two meetings of the year would be separate for the Hetherington Practice and the Pavilion Practice, and matters discussed at those meetings would be specific to the individual Practice. However, members of both Practices are invited to attend any or all of those meetings and, for that reason, the dates would be staggered to allow this.

The third, and final, meeting of the year would be a joint one of both the Hetherington, and the Pavilion Practices, with staff and volunteers of the Patient Groups of both Practices attending.

There was some mention of on-line virtual meetings which would not be available in the foreseeable future, but may be possible later.

DATE OF NEXT MEETING to be arranged.