



Patient Participation Group (PPG)

Meeting

Tuesday 28th March 2017 6.0pm – 7.30pm

Present

Patient representation;

Marija Antonic
Jennifer Jennings
Kristina Siarey
Rob Flakey
Elaine Sherwood
Ted Choulerton
Rose Brown

Stephen Williams
Amy Hibbart
Jade Woodley
Linda Meatyard
Neil Vickery
Raubir Bansel

Others;

Kath Rooksby, NHS England, South Central
Helen Smith, Healthwatch Bucks
helen.smith@healthwatchbucks.co.uk
Tel: 01844 348824
Asela Ali, Aylesbury Vale & Chiltern CCG
asela.ali@nhs.net

Zeeshan Raja, Practice Manager, Chiltern House & Dragon Cottage
Dr Garcia Pilar, Chiltern House & Dragon Cottage

Introduction

Zeeshan welcomed everyone to the meeting and it was acknowledged that it was really good to see so many people and recognised that the meeting took valuable personal time. It was noted that the meeting started late and an explanation to why this was would have been helpful so that everyone was kept informed.

Zeeshan noted the recent CQC Report for Chiltern House Surgery and Dragon Cottage. The Report is available to see either through the Surgery website <http://www.chilternhousemedicalcentre.co.uk/> or the CQC website <http://www.cqc.org.uk/provider/1-199756764> The Surgery is rated as Inadequate which means that there are many opportunities to review current practice and make improvements to ensure that the best possible service can be offered to patients. It is important to note that the CQC Report includes many positive findings including: The standards of cleanliness throughout the practice had improved; a safe level of nursing was in place; a relevant assessment of access for people with a disability had been undertaken and actions had been taken or planned arising from the assessment.

Kath gave an overview of how developing a new PPG can be a very positive step forward for the Practice and ultimately the patients' it serves because there is great opportunity to contribute thoughts and ideas to improve parts of the Surgery's service and the PPG has a role to lead this. For example, review the Surgery information leaflet, contribute to a review of the telephone system, and support the CQC Action Plan, set up information sessions to support certain patient groups e.g carers, people living with dementia, diabetes, mental health information sessions etc.

The aims of a PPG

The text below is taken from the National Association of Patient Participation (NAPP) pack Building Better Participation:

Successful PPGs have core principles that are clear and frame how they work with members, the practice and patients. These principles include:

- Understanding and accepting members' different needs, experiences and perspectives
- Openness and transparency (be clear that the PPG is not a place to bring personal concerns or complaints, there is a separate process for this.)
- Commitment to helping all members take part
- Commitment to confidentiality
- Working constructively with the practice
- How new members are recruited
- Succession plans for any formal positions within the PPG, such as the chair or the secretary.

To support the smooth and effective running of a PPG the group discussed the roles of a Chair (someone to convene and lead the running of the meeting, agree and send out the meeting notes, ensure the meetings keep to time, send the agenda out that has been agreed and contributed to by members ahead of the meeting and generally be a point of contact for PPG members) and secretary. Neil Vickery agreed to be Chair and he was thanked for this nomination. The group agreed to make Neil the Chair. It was also agreed that this role would be reviewed in six months or after the CQC re-inspection, whichever is sooner.

It was noted that the group present were a good representation of the patient population in terms of gender, age and background.

Ideas suggested by people to take forward

- Prescription waiting times - improve
- Promoting GP Online to encourage patients to book appointments on-line (this could reduce phone line business), promote access to their records and electronic prescriptions.
- Linking with the reception /admin team to help develop the Practice information leaflet and share experiences of good customer service
- Appointment system and telephone system – improve
- Patient information – set up an information board at Dragon Cottage / patient leaflets and information
- Patient feedback – look at the FFT and feedback to patients what is being said through a You Said We Did information board. Review the FFT and check it is fit for purpose. This



Ten Top Tips for a
successful FFT in PC-M
document may help

There was also some time spent in groups to think about an area they would like to look at more e.g. patient information leaflet, what their goal might be, what is already in place and what more could



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be done. These sheets were collected in by Zeeshan and form part of a PPG Action Plan for the future.

Suggested Agenda for April meeting

I would really recommend April's meeting taking the time to go through and understand the Building Better Participation pack that is on the NAPP (National Association for Building Better Participation) website and can be found by clicking this link <http://napp.org.uk/bbp.html> There are six parts to the pack and I think there would be great value in taking the time to look at each section and see how it fits with you, Chiltern House & Dragon Cottage Surgery PPG

Helen from Healthwatch Bucks, Zeeshan and Asela will support the PPG going forward and help to facilitate this with Neil your new Chair.

A suggested Agenda would therefore be;

- Welcome and apologies
- Notes from last meeting
- Agree Terms of Reference (or Ground Rules if you prefer this term)

(e.g. the PPG is not a group to voice personal concerns or complaints; as per patient confidentiality no personal issues should be discussed; everyone's views must be listened to and respected; the Chair will lead the meeting and ensure a fair and representative process takes place; the role of Chair and Secretary will rotate every 6 / 12 months and will be voted to by members;

- Agree a Secretary
- Other PPG roles that members may wish to link to e.g communications person (writing first draft of PPG newsletter, overseeing poster design, Practice leaflet etc.) The communications role could be taken on by several people as there are many parts to it.
- The NAPP Building Better Participation pack
- Any other business
- Date / time / venue of next meeting

It could also be very helpful to have a presentation by Helen about the role of Healthwatch.

Suggested standard Agenda items for every meeting going forward (e.g May onwards)

- Welcome and apologies
- Notes from last meeting
- The CQC Action Plan
- The PPG Action Plan
- Any other business
- Date / time / venue of next meeting



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Communication

It was agreed to send all member email addresses to Neil so that he has a contact list to send the notes of all PPG meetings to.

If members have a question about the PPG, contact Zeeshan and Neil.

Date / time / venue of next meeting

The group agreed that Tuesday was a good day to meet and 6.15pm was agreed as a good time. Also agreed to meet for 1 ½ hours. Agreed to meet on the third Tuesday of every month (except for April due to Easter). Discussed changing venue to Dragon Cottage but concerns about space although in the summer outside space will be a good option.

The next meeting was therefore agreed to be;

Tuesday 25th April, 6.15 – 7.45pm at Chiltern House Medical Centre, HP13 5DN

Thereafter meeting dates for the next 5 months are suggested as:

16th May

20th June

18th July

15th August (this may need to be cancelled due to holidays)

Notes taken by Kath Rooksby, NHS England South Central