

THE VILLAGE PRACTICE

PPG MINUTES

6th March 2020 10.30 am

Meeting held at the Board Room
The Village Practice

Present

FF (A/CH) JH, GS, JF

In attendance: AM (Village Practice) opening stages of the meeting
DC (CCG) EG (admin)

Apologies

RM, EM, SR, CL and LK

Approval of previous minutes

The minutes of the previous meeting on 7/2/2020 were approved

Discussion points and actions

The meeting welcomed AM (Practice Manager) to the opening of the meeting.

DC (CCG).

Introductions were made.

AM provided an overview of his role within the Practice and members outlined their commitment to the aims of the PPG and their intention to work in partnership with the Practice to the benefit of patients.

The PPG thanked AM for his attendance during his busy schedule and looked forward to working towards building a stronger partnership with the Practice and its representatives. Whilst conceding that it is not viable for a GP to attend every PPG meeting, it was anticipated that there would be some GP representation at key agenda driven meetings.

The PPG has a formal T.O.R. which would be available to AM for information (via EG).

Admin support – see TOR.

FF explained that historically, the Practice had provided admin support for PPG meetings. The Group had never had a secretary. Recently EG had provided valuable admin support to the group, in the form of note taking and liaison with the Practice, including staffing updates and practice initiatives and booking of the conference room.

Notes of the meeting are passed to FF for verification and returned to EG for circulation. EG was thanked for her ongoing support to the PPG.

DC provided an overview of the role of the CCG's support mechanism for PPGs and answered questions from the Group.

Common Aims

The PPG needed to know what the Practice expects from them to support Practice initiatives and patients. **AM** suggested that the PPG forward ideas to the Practice for consideration.

Marketing of the PPG

This had been discussed previously and whilst the official title of the Group would remain as the Village Practice PPG, members felt that in view of the aim to enhance patient engagement a change of name to " Friends of the Village Practice" would be more relevant to patients, especially in supporting the Social Prescribing agenda.

DC confirmed that this would be acceptable.

Future promotional material would adopt this title.

Social Prescribing

The PPG is keen to work with the Practice on the social prescribing agenda and JH and JF had researched a series of ideas to sign-post local community events, which the group would like to share with the Practice (**EG/AM**)

FF to meet with a PPG member sub-group to consolidate ideas and literature to create a calendar of events which would be posted on the Village Practice Facebook page.

The Practice will have a nominated administrator for its FB page and **DC** offered some support with this.

Fund Raising

Members were agreed that fund raising was not viable as there is no arrangement in place for a bank account, a treasurer or auditor.

Complaints Procedure – **FF** had read the Practice Complaints procedure and commended it as a robust document, which **AM** had confirmed was in line with NHS England's protocols.

AM confirmed that the Practice receives very few complaints, which are managed in line with the protocols.

PPG comments/suggestions box (requested previously) yet to be sited in the Reception area

Patient questionnaire – **EG and JF** had considered ideas for an updated patient questionnaire and these would be considered by members when the first draft was typed (**EG**)

Newsletter – a sub-group of **FF/GS/CL/JH and JF** was established to progress the issue of a regular newsletter. Other members are welcome to participate. **FF** to arrange a meeting.

Local School involvement with artwork for the Practice. Previous attempts to engage with The Sacred Heart Primary school regarding a health inspired art competition had not been successful. The group considered other alternatives. **EK** to approach both St Teresa's Primary School and Stanah School to explore possibilities.

It was suggested that this might be one area for collaboration with the Thornton Practice PPG. Carried forward to next meeting.

Diabetes event – postponed until further notice.

CQC Inspection- Dates to be provided when available

Whatsapp Group – GS to add JF to the closed group

Surgery Walk abouts – postponed

Upcoming events

Dementia training awareness session – the Thornton PPG is hosting this event on 26th March at the Community room. **FF/JH/JF** to attend. The PPG wished to record its thanks to the Village Practice for funding the entrance fee of £5 per attendee.

CCG Annual Conference – to be held at Trinity Hospice (conference room) on **1st April 2020 9.am – 4 pm**. **FF/EK/EG** wished to attend. Tickets had now been received.

Nominations were invited for any of the awards celebrated at this event. It was considered that the PPG was not ready at this stage in its ongoing development to apply for award recognition.

CCG meetings – DC explained that the CCG holds networking meetings for PPGs on the third Monday of each month at the Tesco, Clifton Rd, Blackpool conference room. The next meeting is on 16th March (2-4 p.m.).

As FF is unavailable on Mondays, any available member is welcome to attend on behalf of the PPG.

FF thanked DC for his attendance at the meeting and for the ongoing support of the CCG.

Members looked forward to attending the CCG Annual Conference in April

Confidential Items – non declared confidential

Next Meeting

Friday 3 April 2020 - 10.30 a.m. Board room