

Patient Participation Group meeting; Monday 14th May 2018

Present: Steve Macaulay (Chair), Sharon Carter, Brenda Hall & Jack Alvarez (Notes)

Apologies: Stephen Hill and Barbara Johnson

Amendment to minutes of 9th April 2018: Jack Alvarez was present.

Matters arising: None.

Introduction

- Steve thanked Brenda for her work on making the PPG noticeboards more visible and attention grabbing.
- Comments Box. The meeting was happy with its size and position but felt more visible bright colouring might assist recognition.

Practice Website

It was noted positively that some updating has occurred. Steve expressed concern that past requests to post PPG items on the website sometimes were not actioned and the reason was sometimes unclear.

There is to be a meeting with Nikki Chamberlain and Teresa Batchelor to discuss the website on Tuesday 22nd May, during the working day. Jack presented his apologies. It was recognised that Nikki is progressively learning the opportunities and constraints in developing the website and is successfully moving changes forward.

Agreed: The minutes of the last two PPG meetings would continue to be displayed on the PPG website and noticeboards.

Launch of online PPG Patient Survey

People who use the website will see the survey; we hope they will submit their opinions. The earlier idea that we could target patients to get a balance of age groups, genders etc. is precluded by the General Data Protection Regulations; we are not permitted to text individuals to point them towards the survey.

It had been agreed that the Doctors hand out paper surveys to patients selected by them.

Suggestion: Can we have a large notice about the survey in Reception and on the front page of the website? ACTION: Steve to discuss with Nikki and Liz Lythaby.

Survey of Baby Clinic patients

This will take place in the afternoon of 19th June. A modified version of the "Patient Survey 2018" will be used.

- Jack questioned whether the facility to send "non-urgent messages" to the Doctor via the online system was in fact operational. (Question 5).
- Sharon suggested modifying question 8 to invite people to join the group *in person* as well as remotely.

ACTION: Steve will tidy up.

PPG to publicise information on registration of Carers in Herts

Steve has made contact with Carers in Herts. They have been requested to attend a meeting with us, which will occur during their working day. The aim is to give PPG members more clarity and information. Paul Innes of Carers in Herts has the job of liaising between Surgeries and PPGs and has agreed to attend a meeting in the next few weeks.

Brenda asked who is Sheepcot's "Carers' champion"? Brenda added this had to be an employee of the Medical Centre. This will be raised with Liz Lythaby.

On a related point, Jack asked if there had been any follow-up by Stephen to Dr Jackson's point 6 in the previous minutes, i.e. a central list of resources? No information was available in Stephen's absence.

ACTION: Steve will get various possible dates and then offer them to the PPG.

Actions to set up virtual PPG members

There is now a Gmail address which we can all access. Sharon e-mailed the mailbox log-on details for PPG members there and then. We will raise how to publicise this at the meeting on the web next Tuesday.

Report on PPG development network meeting

There have been two interesting outcomes.

1. The authorities are increasingly aware that the NHS is becoming very fragmented and that Clinical Commissioning Groups have been inadvertently a major promoter of these divisions, awarding contracts to diverse operators (including charities). The system is under review in Hertfordshire and part of Essex to create a more joined-up NHS.
2. All patient medical information held by GP surgeries will become available to the A & E Department of Watford General Hospital. They will be able to access "My Care Records", unless opt-out is exercised by the patient. The start date is unknown. In due course, similar access will be extended more widely. A publicity campaign will soon be launched to encourage patient agreement to share their records.

Any Other Business

Brenda raised an issue brought to her attention in conversation with a patient. Should there be a toy box in each of the Waiting Rooms (for use by children accompanied by parents/guardians)? **ACTION:** To be raised at the June Practice meeting.

Dates of next meetings

Practice meeting 18th June; 6.00pm

Monday 23rd July; 6.00pm start(patients only)