

Minutes of Framfield House Patient Group Meeting

6.30pm Wednesday 24th January 2018

Present:

Practice Representatives :

Mrs Jayne Casey – IT Manager - minutes

Dr Penny Finn – GP

Mrs Julie Giles – Practice Manager

Patient Group Representatives:

8 attended

Apologies:

2 apologies

Action

Minutes

AS welcomed all to the meeting and all agreed the minutes from 22nd Nov 2017.

Matters Arising

AS and PM gave a summary regarding their visit to Watertons. The main impression being favourable but could do with more space to help with organisation and preparation of Dossett Boxes and Dispensing Prescriptions and storage of prescriptions awaiting collection. PF confirmed that Waterton don't deal with every prescriptions from the surgery as

some are electronically signed therefore can go directly to the patients chosen Pharmacy. There are exceptions such as controlled drugs.

AS agreed to find out more about all the group receiving PPG News. **AS**

JC agreed to invite a Dementia Support Trainer to a future meeting. **JC**

JC gave the group an update as to the progress of capturing data sharing.

PF explained that data sharing means sharing patients information with other NHS organisations such as the hospital, Podiatry etc..

AS and AE fed back that they thought the name badges at Flu Days didn't help as not sure patients knew what "PPG member meant". All agreed would be better to have badges with "Framfield House Volunteer" on them. JC agreed to action **JC**

PF confirmed that she would speak to the other partners regarding fundraising at their next meeting.

GG advised that he believes that as long as the value is under £2000 there is not an issue.

AS agreed to approach the CCG as there may be funding available for PPG's. **AS**

Surgery Report and Changes

JG informed the group that a meeting was held between herself AS and Dr Tinsley and subsequent to this she would like to do a patient survey. JG asked the group if they would suggest any questions and agreed to send a set of questions so far to them to review. JG also stated how the questionnaire will be distributed such as in surgery, on the website but also sent out in the post to especially those who may not attend the surgery very frequently. Better use of captured e mail addresses should be considered, perhaps a sample mailing.

AS presented the group with a copy of the Two Rivers patient leaflet plus a photocopy of a banner they have promoting the patient group.

AS stated he found the Framfield website complicated unless on a tablet. JC and JG agreed to meet with PPG.

JC to suggest a date for a lunchtime meeting. **JC**

PF explained that the surgery are not fully using the Care Navigation system as yet but are very optimistic about training all Reception staff to do so.

AS informed the group he had recently had a conversation with the Wickham Market PPG chair regarding CQC and was awaiting a call from them about the surgery. PF assured AS that he would only receive a call if a visit was going to take place and that it is unlikely in her opinion to be soon. **JC**

Healthwatch Suffolk

JC explained to the group that the surgery had been approached by Healthwatch an independent organisation who canvas the public's opinion on their local healthcare services and they want to come and spend time in the surgery speaking to patients and would like the PPG to take part also.

All agreed the 1st March as an agreeable date and JC agreed to ask the representative to come a little early to explain it further to the group beforehand and pass her details to Alan. **JC**

Social Prescribing

The group discussed various ways they could help lonely members of the community. After discussion AS agreed to approach local councillors regarding funding and all agreed that firstly the group needs to identify a need. **AS**

PPG Recruiting (esp younger people) drop off in membership

The group discussed various ways of recruiting younger members. PF suggested taking the meeting to them such as holding them at Farlingaye High School. PF also stated that medical students have to take part in various activities and they may be interested in the group. AS agreed to write to Farlingaye and Woodbridge School to see if that's a possibility. The group discussed perhaps also having meetings on Saturdays plus approaching Mums at the Tuesday morning baby clinic to see if they would be interested.

PF suggested all Dr's have slips to hand out to patients who may be interested in the group.

All agreed that for future meetings name plates on the table would be useful. JC to do. **JC**

Two Rivers meeting 22 November 2017 and Governing Body meeting 23 January 2018

The Two Rivers meeting mainly contained a presentation from OneLife and suggested we invite them to a future PPG meeting.

AS gave the group an outline of the contents of the CCG Governing Body meeting he attended.

AS going to attend the next meeting on the 27th March at Hadleigh and asked if any of the group would also like to attend.

AOB

HS requested that we discuss statistics given to him by JC at the next meeting once more preparation has taken place.

PF confirmed that all patient who are eligible to Shingles are highlighted to clinicians when their records are opened and they are then offered the vaccine.

The meeting closed at 7.45 pm