PPG Minutes
Tuesday 2nd September

Present: Pierre Landell-Mills, Jane Mitchell, Diana Knight, Dani de Beaumont, Alister Gill, Rokie Shiffner, Dee Nutt, Sheila Pollard, Carol Lingard, Hilary Atkinson, Guy Leigh, Dr Eynon-Lewis, Kathy Congdon.
Visitor - Heather Eardsley, Patients Association.
Apologies: Jane Hattersley

- Agenda adopted – proposed by Dee, seconded by Sheila

- Minutes from the last meeting were approved.

- Matters arising from the last minutes – the patient information leaflet is now in circulation.

- Action plan update.
  a) The virtual PPG group now has 17 members and Pierre has been in contact with them regarding the survey and extended hours. It was decided to develop two or three questions, such as extended hours, for future communication with the group.
  b) Public Forum – the attendance was disappointing. Better publicity will be needed in the future. PPG members could email their colleagues/friends to try and help the attendance level. Better knowledge of how the Practice works may encourage people to attend. The February 2015 agenda should contain an item to organise the following summer's forum. A PPG volunteer would be needed.
  c) Regular PPG meetings are now in place and in addition Pierre and Dr Eynon-Lewis meet on an ad hoc basis. All agreed that Dr Uhr Delia's presentation on skin cancer was very good and the group would like to take this programme forward.
  d) Website – Drs Eynon-Lewis and Freeman will write the website blog in future. This will, hopefully, link to out twitter feed. The PPG could contribute to the blog. Also perhaps the DMP site could link to the CCG blog.
  e) The next newsletter will be out by the end of September. Dr Ludwig, who will start in October, has been asked to write a bio of herself for inclusion in the newsletter. Also we have a new registrar, Dr Bell, and he will also be asked.
  f) TV screens – there are various options ongoing with regard to the information screens. DMP are looking into this and will report back at a later meeting.
  g) Text messages – Kathy will investigate whether the appointment reminder text can be extended to include a request for patients email addresses. It was agreed that a PPG member could sit in the waiting room and ask patients for their email contact details. Also Sheila will attend the flu clinics and try to obtain them plus perhaps be able to recruit some new PPG members.
  h) Staff Photo Board - as these are quite large and wall space is at a premium it was suggested that a photo album in both waiting rooms might be a better idea. This was agreed and would include a collective picture of the PPG.

i) Over 75 letters – these have gone out to patients over the last 2 months. This is part of the strategy, together with the unplanned admissions scheme, to try to reduce admissions and provide more appropriate care at home. Our appointment system, at the moment, consists of booked ahead appointments and triage on the day appointments. A triage GP can book patients into another GP's surgery if he/she feels it more appropriate for the patient to be seen by that GP. There has also been discussion around each GP doing daily triage although this is only an exploratory idea. The mix of appointment types needs to be balanced.

j) New surgery site – the Moor to Sea Locality group are supportive of a move. Talks are in progress to enable the Practice to move and, ideally, it would be beneficial to have all healthcare services on one site. There is a pre-consultation meeting with various town representatives on Thursday 4th September.

- The group wished to formally pass their thanks on to Dr Uhr Delia for his skin cancer presentation and for his slides to be added to the website.

- Heather Eardley from the Patients Association was invited to give the group a talk on the charity's work and involvement at local PPG level. The Association is an independent charity of 51 years standing and is involved in various campaigns and project work. It was approached by NHS England's Area Team to work with PPGs in the South West. Some groups are functioning well and others not. The project's remit is to ensure a consistent approach, development and training. 25 practices have joined the project and they may be asked to buddy with another practice to enable ideas to be shared. A project plan has been agreed and every patient will be notified that there is a PPG in their area. What makes a good group? Groups will need to show how they have influenced decision making and also where requests have not been introduced for particular reasons. The Area Team is funding the Leaders programme and there will be a structured process in place after the project has finished. There will be a workshop in Paignton in October/November and the programme has yet to be agreed. The Association works in conjunction with NAPP and the CCG.

- Moor to Sea PPG forum – John Venmore chairs this group and Dartmouth PPG needs to elect a representative to attend on behalf of our group. The forum has representation from 4 of the 7 practices with the remaining 3 Practices still to join. It was thought it a possibility that the 3 Practices struggling to form a PPG could attend a meeting with us to see how we function and to help in setting up their own PPG.

- The PPG could, perhaps, be of use in supporting the Practice goals and requests, if as a group it was felt worthwhile, by making representation to certain parts of the NHS.

- Terms of Reference –these were considered to be unfit for purpose. There needs to be some thought given to re-writing them or perhaps the Moor to Sea TOR could be used.

- Mental Health brief – Dee sent this information to Dr Mackeachan some time ago. Kathy will forward the information again.

- Carers – Rokie and Dee are working together on this project. Rokie wishes to write to paid carers, ie agency staff, to see if they have any concerns. We could also contact Dartmouth Caring's carers list.

- BP day – set for April 14th 2015 – PPG wish to promote this. Dr Freeman is the GP working with Dartmouth Caring and Peter Goldstraw.

- Next meeting – first week in November, date TBC