

MEETING OF THE SLGP PATIENT PARTICIPATION GROUP

THURSDAY 2ND FEBRUARY 2017 AT 2PM

PRESENT; AC, DF, JG, CB, GG, EAR, EW.

APOLOGIES; DC, DL.

ABSENT: GP representative, RL.

1. The chair welcomed everyone and thanked them for coming along. DF asked that it be minuted that again there was no representation from the surgery management or GPs

2. Updates on action points from meeting 17.11.16 as shown on minutes of that meeting.

- a. VAL - DB said no update provided. AC asked that it be provided for next meeting.
- b. WEBSITE – AC said changes still need to be made to the PPG section particularly and stressed that it is important to keep the site updated as an important tool for communication. DB said she will ask for a surgery representative on it to come to next meeting. DB asked if she had been given an update re the use of Facebook/Twitter or other social media to encourage younger patients but none provided. A short discussion ensued and it was agreed should be standardised to fit in with the surgery. A password was suggested if used but some felt people would forget.
- c. PHOTOS – DB said understood in hand but no current update provided.
- d. SEATING – DB informed the group that the surgery cleaners move the chairs back when set out changed but had no further updates. AC said this seemed to now be a topic that needed to be ended as so drawn out.
- e. SCREEN – DB said Dr Parton was looking into what went on the screen as far as she was aware. AC said on the NHS PPG training day she was informed that Southwark council had short health videos on YouTube that may prove useful to go on the waiting room screen.
- f. PPG MEMBERSHIP – DB said that it was proving difficult to set up patients completing membership form and submitting on line and Ac asked the surgery keep trying if possible as felt would get more members this way.
- g. NEWSLETTER – AC asked that all members to continue watch out for items of interest to patients.
- h. PATIENTS PC – DB said pc back on Reception Counter but had no further updates.
- i. PPG TRAINING DAY – AC said an interesting day and briefly explained the day. Said our PPG are doing far more than other groups attending and several were interested in what we do. AC to send the Committee a copy of the Power Point presentation.
- j. FLYTIPPING – DB had no updates. AC said she believed that the passageway where rubbish tipped is managed by the company for owned the SLGP building and that it was not the council's responsibility to clear. DB said will ask Practice Manager to contact building managers about the problem.
- k. BUILDING ALTERATIONS – DB had no updates but explained that the old nursery was going to provide 3 more consulting rooms. DL to provide update for next meeting.
- l. BUILDING ISSUES – DB said a lot of decorating being done currently with some area of flooring replaced but had no further updates.

3. PPG Training day

See action point update i.

4. Surgery Changes

DB said 3 new consultation rooms were being built in the old nursery area, Dr Parton's room was being expanded, decorating being done in most areas and new carpets laid in some areas, She also said that the heating was not yet installed so the temporary heaters still being used but could not supply any further updates.

5. Public Engagement

AC said she had been taking part on several public engagement events gave brief details and encouraged other to get involved if possible to give more of the patients perspective.

6. Health Trainers Clinic

AC informed the group that unfortunately the Health Trainers clinic which operated every Thursday at SLGP unfortunately would end in March. She also stated that the Health Champions who had been coming along to the surgery monthly were having to end their service and their last visit would be end February. A short discussion took place on the impact health care due to cuts in funding.

7. Non attending Committee members

AC asked for members views on any action needed on continued non-attendance at meeting by Committee Members explaining that 1 member had not been for a long time now and may be because of ill health but could not get email response. A general discussion took place and it was decided that in the event that a Committee member failed to attend at meeting they should be asked to vacate their position in order that a new member could be elected. In the event of ill health then this should be reviewed accordingly. AC said that the Constitution would need to be amended as nothing laid down currently. It was agreed that AC would discuss the problem with the Practice Manager before a decision made.

8. Alternative meeting times

AC put forward a suggestion to hold the occasional meeting at an alternative time to give member more of an opportunity to attend meetings. A discussion too place but the consensus in the room was that the day and time at the moment is currently most suitable.

9. AOB

AC proposed that JG be voted on to the PPG Committee if she was agreeable as was considered she would be an asset. This was seconded DF and this was agreed unanimously. AC welcomed JG onto the Committee.

AC asked again for members to look out for and put forward contributions for the next PPG newsletter.

AC thanked everyone for attending and special thanks to DB for all the work with the computers etc. CB thanked the chair for all the hard work she has done.

Meeting was then closed.

ACTION POINTS FOR NEXT MEETING

- a. VAL membership - DB/DL to provide update re membership progress.
- b. DL/DB to provide updates on PPG section of website changes, surgery website and social media possibilities.
- c. DL/DB to provide updates re photos in waiting area and on website
- d. DL/DB to provide updates on waiting room screen content
- e. DB to provide update re membership on line applications
- f. DL/DB to provide feedback re reception pc usage
- g. AC to email Committee PPG training day presentation
- h. DL/DB to provide update on fly tipping in side passageway
- i. DL/DB to provide details and updates on building works and problems
- j. AC to talk to DL about absentee committee member and action as needed providing update
- k. All members to watch for interesting items for newsletter or provide a contribution