

Minutes of the Patient Participation Group (PPG) held at Lavant Road Surgery (LRS) on 6th July 2017 at 3.30pm

Present: Judi Chaddock (Chair); Kim Phillips; Annie Weber; Robert Bijster; Eileen Pankhurst; Gillian Berry; Helen Morris; Madeleine Keene.

In Attendance: Tiffany Boulton

1. Apologies for Absence: Caroline Matthews; Fiona Dobbs; Jonathon Lamb.

2. Minutes of Last Meeting: these were accepted as a correct record.

3. Matters Arising:

Transformation and Development Fund:

It was discussed in the practice and decided that the matter should not be pursued further for the time being.

4. Focus Evening;

Tiffany said that she had heard from Mr Carter who is planning to bring an “Expert” patient. After much animated discussion, a Draft programme was agreed by everyone present as follows:

7.00pm	Welcome and Introduction
7.05pm	Keynote Speech: Nick Carter , Consultant Endocrinologist and Bariatric Surgeon, The Spire Hospital, Havant
7.45pm	Short talk by the Expert Patient
7.50pm	Talk from Dietician
8.10pm	Talk by Chichester Wellbeing Advisor
8.30pm	Evening finishes

This draft will be discussed with the potential speakers and Mr Carter will be asked whether he wishes to suggest a dietician.

Action: **Tiffany/Judy**

The title to be given to the Focus Evening and the wording for the flyers and posters were discussed and ideas put forward in a brain storming session.

Action: **Fiona**

The cost of glossy A5 leaflets and posters to be ascertained.

Action: Tiffany

The Chichester Observer will be contacted about publishing the details of the evening.

Action: Eileen

The Valley Magazine will be contacted to arrange for details of the evening.

Action: Helen

Adverts could also be placed in other free local papers and magazines such as the Chichester Herald; Chichester Local; Local Life; Town and City; the valley Diary; The Mature Times and Village Magazines.

Action: Fiona

Refreshments will be organised by Lavant Road Surgery staff. It was suggested that water and perhaps some fruit be healthy alternatives to tea and biscuits. There must be a first aider present, last year Madeleine's husband attended in this capacity, Madeleine to confirm he is willing to carry out this role again this year.

Action: Tiffany / Madeleine

It was agreed that PPG members should keep in touch by email or telephone with respect to programme developments, advertising etc

5. The PPG Event at Coastal West Sussex Clinical Commissioning Group HG Feedback

Helen and Judi had attended this two hour event held at 1.00pm. Jan Birtwell had welcomed the keynote speaker, Tina Favier, whose enthusiasm for the topic, Coastal Care and its aim of pulling together all NHS organisations into one "simplified" framework via Local Community Networks (LCN's) was genuine but not entirely convincing.

The WSCCG is now £20,000,000 in deficit and "in special measures". There is a financial recovery plan for 2017/18 in which it is hoped that the LCN's will prove more efficient, leading to less duplication, less over referring, less overprescribing and in short, less wastage of resources. It seemed that there would be more call for volunteers – people who had time to give and skills to offer which is an extension of the work already being carried out in our hospitals and our community. These volunteers will be known as Social Prescriber undertaking liaison work between voluntary organisations and offering befriending and other services such as counselling.

Our LCN comprising 84,738 patients will include Cathedral Surgery, Langley House, Parklands, Southbourne, Tangmere, The Witterings and Selsey in addition to Lavant Road. It is hoped that patients will develop a more realistic approach to what they can and cannot expect from their practice.

Judi commented that she thought it was quite unrealistic and needed a professional in post to undertake such work rather than a volunteer. She had put her comments on the Feedback Form at the meeting and will continue to take this up.

6. Update from Lavant Road Surgery:

Tiffany has nothing to report.

7. Any Other Business

- a) Robert gave Tiffany an article from the June 2017 issue of the BMJ about hospitals and GP practices being the targets for terrorists.
- b) Eileen mentioned that she had been nearly knocked over by a cyclist riding on the pedestrian footpath leading to the pharmacy and surgery. Tiffany will put a notice up advising No Cycling.
- c) In answer to a question about booking double appointments, Tiffany said that a double appointment can be booked for two items to be discussed. If a thirty minute appointment is required, it had to be agreed and authorised by the GP who will advise Reception staff.
- d) Helen commented that the new training for Reception staff appeared to have been most successful.

8. Date and time of next meeting: Tuesday 29th August 2017 at 3.30pm

The meeting closed at 3.30pm