

Salisbury House Surgery Patient Participation Group
Notes of meeting held on 1st June 2015

Present: Monica Howlett - PPG Chairperson
Phil Taylor
Lewis Emmett
Deborah Billinghamurst
Patrick Cronin
Amy Huxtable-Reid- Salisbury House
Deborah Hathaway- Salisbury House

Apologies: Peter Albertella, Ian Reynolds, Mike Barham, Zadie Hartwig

SHS = Salisbury House Surgery
PPG = Patient Participation Group
LBPPGN = Leighton Buzzard Patient Participation Group Network
BCCG = Bedfordshire Clinical Commissioning Group
LBCB = Leighton Buzzard Clinical Board (Previously LHDG)
L&D = Luton and Dunstable
OOH = Out of Hours
PEF = Public Engagement Forum

These are notes rather than verbatim of the meeting.

1. Welcome

- Monica introduced Patrick, who was interested in joining the PPG and introduced the existing members. Members welcomed Patrick.

2. Minutes of 27th April meeting

- Monica apologised for the delay in getting these out to members, she asked the group to check for errors and email her if any changes are required.

Action: *Members to view late meeting minutes and contact Monica with any errors.*

3. Matters Arising

- **Appointment Survey Graphs** : Phil sent out the graphs, only Monica got back to him with any comments. Phil will semi-draft and resend.
- **SystemOne online results**: Awaiting feedback from Zadie about this.
- **NAPP awareness week**: It was agreed that the group needs to establish it's own purpose before promoting itself. Within the LBPPGN group half the surgeries are doing something.

Action: *Phil to produce to semi draft graphs and resend to members.*

4. LBPPGN meeting on 21st May. Monica attended.

- Meeting dominated by discussions about the BCCG financial problems. There is now a £43million deficit. Lots of upper management changes at BCCG to help turnaround.
- Health Watch will be coming to a meeting.
- There is a new locality manager, they seem to be keen and will be attending some meetings.

5. GP input

- No Doctor attended the meeting.

6. Practise Manager Input

- Not able to attend.

7. Any Other Business

- **New members:** Ian not here to report.
- **Newsletter:** Amy presented a draft of the Newsletter. The aim is to produce it quarterly. A few changes were suggested and noted by Amy. Zadio to write introduction. SHS may potentially be sending this out by email to patients. Lew wanted to ensure that paper copies would be available in the surgery.
- **Noticeboards:** PPG have permission to take down any out of date notices they see when in the waiting room. Mike maybe able to draft something new for the PPG noticeboard.
- **PPG on SHS website:** Phil not well enough to meet Sally to discuss this. Amy to collate all minutes from January 2015 to put onto SHS website under PPG section.
- **Suggestions Box:** PPG wanted to know about the suggestions box in reception. Debbie H explained that it does get checked but there is barely ever anything in it. Receptionists give out 'Friends and Family' survey sheet if patient wants to comment. But if PPG produce a slip for the suggestions box, receptionists could hand these out for those who ask.
- **PPG Facebook page:** Members not overly keen that this is the right medium for PPG or SHS.
- **Face to face:** agreed a sub committee to be arranged to create a face to face questionnaire template.
- **Blood tests in the community:** Amy mentioned that with the DN's not currently doing community blood tests that the locality has had to source a phlebotomy nurse for this. There has been problems filling this post, resulting in 1 urgent BT being done by a SHS going out. May be something to mention at the LBPPGN meeting.

Action: Amy to chase Zadio for newsletter content and make changes and then send out to PPG for final approval.

Amy to collate and send Sally PPG minutes for 2015 meetings.

Deborah B to produce a draft suggestions box slip.

**Next meeting on Monday 20th July 2015
from 6pm
at Salisbury House Surgery**