

CHANNEL VIEW PATIENT PARTICIPATION GROUP

3rd Meeting held at Channel View Surgery at 19:00 on 6th July 2016

Present: Helen Peirce (Chair), Frank Bond (Secretary), Claire Conway, Barry Stevens, Elaine Corder.

- 1.0 **Apologies** were received from: Sue Hedley, Stewart Sapp.
The meeting apologises to Dominic Geldard as he was unable to gain access to the building.
- 2.0 Helen **welcomed** the new member, Elaine Corder.
- 3.0 a) **Minutes of previous meeting** were agreed. It was noted that there should have been an action on Stewart to contact the Riverside and Tower House PPG, which he has undertaken.
b) Actions arising were discussed:
 - 3.1 National Association for Patient Participation (NAPP) membership had been obtained for the year. Brochures and literature on “Starting and Sustaining Successful PPG” were being circulated. Emails detailing how to access the website member area are on the email server channelview.ppg@nhs.net.
 - 3.2 The Healthwatch link under “Have Your Say” on <http://www.channelviewmedicalpractice.com/> is now functioning correctly.
 - 3.3 Action on Virtual/Actual groups discussed at Item 4
 - 3.4 Action on Website updates discussed at item 5
 - 3.5 Info on Local PPGs discussed at Item 6
 - 3.6 A Meeting between Helen, Frank, and Claire had taken place on Friday 1/7/2016 providing greater clarity on the way the practice works and other regular meetings attended by staff at each surgery, both within the practice and with other health groups.
- 4.0 **Improving Representation from all Patient demographics.**
A first draft of text to disband the current virtual PPG had been written. The main purpose of this was to encourage all the current groups to link and participate through the actual group. There was a separate list of patients receiving the regular surgery newsletters, and their involvement was also valued, if the PPG committee could obtain permission to hold their email contact data. Barry had spoken with other PPGs during the last month and expressed concern at the potential loss of virtual members. Frank reported that the NAPP guidance just received made the point that a “virtual group is the most appropriate approach to engaging with the widest population”. The group agreed that the text be modified to get an active response from patients on the various distribution lists, so that the PPG could hold this list and maintain a Virtual Group. Helen pointed out that in asking for an active response we might lose some contacts, but we agreed that we would redouble our efforts to publicise the group in the next few months.
Action: Frank to email rephrased text to Claire, who would circulate, asking for the bare minimum response so that the PPG could use a combined Virtual and Newsletter distribution list in the future.
- 5.0 **Communications**
 - a) Contact details for members of the group. A contact list was completed with the intention that details provided would be held on the email server contact database, so that all could communicate better.

b) The website requires further work, and Helen agreed to provide a copy of the revised terms of reference (TOR), and Claire agreed to reduce the PPG application forms to one, and to add the TOR and copies of approved minutes of meetings to the website.

Action: Helen and Claire

The official email account and NAPP member area both require passwords to be renewed.

Action: Frank to update these in the next few days and to circulate via members emails.

c) Newsletter. The practice is in the process of preparing a newsletter.

Action: Helen agreed to put together some text to publicise the PPG.

Posters: The certificate and prints showing the PPG logo were available to be displayed.

Action: Claire agreed to take and display the prints in each surgery, preferably at poster size, and with a reference to the Channel View PPG group email address.

6.0 **Networking with other groups – PPGs**

Barry had difficulty finding out about the Teign Estuary PPG (Glendevon and Riverside), and had eventually spoken to the practice manager Pauline Chorley. They have some 4000 patients and a virtual group of some 60. They have not yet had sufficient response to form a face to face group.

Action: Dominic is looking at contacts with the Den (Teignmouth Medical Practice) PPG.

Frank had spoken with the Chair of the Friends of Richmond House and PPG. Mike James was keen, and stated that they had been very active until recently. The practice has approx 3000 patients and did have an actual group of up to 19 last year when they organised local public meetings in the Teignmouth Methodist hall. The Richmond House practice manager Samantha Westlake indicated that with the groups secretary leaving the area, matters had stalled somewhat.

Helen had attended a meeting of the Barton (Dawlish) surgery PPG which was led by their Chair Barry Behenna. The meeting had been well attended with a guest speaker, but the actual group only meet 3 monthly with some 20 members. The Chair attends the local CCG group monthly meeting. Their meetings have a doctor from the practice attending as a matter of course.

Stewart had reported to Helen on his contact with the Riverside and Tower House PPG which is chaired by Michael Benson. He had spoken to members of the group, who had indicated that they have both virtual and an active group of some 10-12 members representing the views of patients split fairly evenly between the surgeries in Bovey and Chudleigh. They send a representative to the Newton Abbot PPG locality forum.

7.0 **Feedback on current issues from Practice and Patients**

On Friday 1st July we had spoken about how patients could get to speak with their own doctor. Subsequently Claire had arranged that the normal weekly rota of doctors would be made public, so that patients ringing on particular days would stand a better chance of speaking to a particular doctor.

8.0 **Forward Planning and AOB**

On the 27th at 4pm there will be the Official opening of the new Bishopsteignton surgery. Dates for the Flu clinic have been announced provisionally. Teignmouth 8th October, Bishopsteignton 10 October, Chudleigh surgery 15th October. There is a proposal to hold flu clinics at the new Pavilions in Teignmouth, but the group agreed that this would be difficult to organise in practice.

Action: PPG group members would be keen to help at these events, and also to spread the word about patient participation.

Date of Next Meeting: Thursday 11th August 7pm; Channel View Surgery.

Frank Bond July 2016