


MULBERRY MEDICAL PRACTICE
MINUTES OF PPG MEETING HELD ON 24th May 2018

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Commenced: 10.40a.m.

Those present:	Mary Stannard	Harvey Kass
	Val Hembrow	Graham Newman
	Elliott Thorne	Jeya Jayaratram
	Geoffrey Morris	Canagasabai Gunasegarum

Apologies: Jane Chew
Dr Tobias

Mary introduced Webster the new Surgery Manager to the committee who told the Committee that Cheryl was taking a break from the surgery and hoped to be back in six to eight months' time. He said his background was in automobiles and banking.

The minutes from the last meeting were read and accepted as true.

Mary introduced the 'Terms of Reference' paper which was discussed and decided that it should be renamed 'Terms of Reference not a constitution. Mary said this would be re-typed and copies sent to all Committee Members. This paper was discussed and several amendments made.

Roger said there were bad reviews about the surgery on Google.

Mary wondered how many of the patients actually went on to the websites.

Elliott suggested that the website should include details eg names of doctors and times of opening.

Mary said this should be updated.

Webster stated that there is a company who are dealing with this and have been given instruction regarding this.

Webster stated that it was impossible to know how many of the patients/people are aware of the website.

Harvey said that the Newsletter should be delivered in black and white at present but surgery/committee should explore sponsorship in order to produce and finance coloured copies

Webster suggested that Funeral Directors and Care Homes may possibly be interested in sponsorship.

Harvey said keep the basis of the old news letter and go on from there. **Harvey to action**

Mary felt that it may be a good idea to give all reception staff more training.

Elliott felt that there should be more training on Dr McAnjii's side.

Val stated that the telephones were too busy at certain times of the day despite there are six or more staff answering the calls. She said that it was very stressful due to sometimes rudeness of patients because of their frustration trying to get appointments.

Harvey felt that there should not be this amount of stress and asked how the systems could be changed to prevent this.

Mary felt that the building at Burnt Oak was the better building to change into one big surgery though she realised this would not work as it would be too far for some people to travel. She said what was needed was a purpose built building.

Harvey asked about recruitment to the surgery.

Webster replied that the surgery had employed a pharmacist to go to all surgeries in the next couple of weeks.

Elliott suggested that this information should be put on the website.

Meeting concluded at 12pm

Next meeting: Thursday 13th September 2018 at 10.30am

TERMS OF REFERENCE FOR MULBERRY PPG

These Terms of Reference comprise the constitution of Mulberry Medical Practice Patient Participation Group (PPG). They are subject to review and amendment, as required, by members of the PPG.

Aims

To promote co-operation, and strengthen communication, between the Practice, patients and the wider community with the aim of improving local health services.

Membership

- membership of the PPG shall be free and open to all registered patients and staff of the Practice Team
- there should be a minimum of four patient representatives on the PPG
- the Practice Manager is the 'lead' person from the Practice relation to the PPG
- the Practice is committed to fulfilling its role in the PPG, keeping the PPG informed of service developments, taking seriously the input from patient representatives and responding constructively
- members take part in the PPG via face to face meetings/events and e-communications
- members will not divulge matters discussed, relating to the Practice, to outside agencies and anyone else
- a confidentiality agreement will be signed by all members (n.b. any confidential information given at the meetings will be identified as such and not included in the minutes)

Purpose

- facilitate a good relationship between the Practice and patients by communicating patients' perspectives, experiences, concerns and ideas regarding the services provided by the Practice
- make suggestions to the Practice management with the aim of improving services and acting as the conduit for consultation for any changes proposed by the Practice
- review serious and unresolved complaints and comments received by the Practice and contribute to the assessment of the annual patient surgery and Friends and family feedback
- encourage and support the role of the Practice in involving patients in their own care
- take a wider interest in public health service provision (i.e locally, regionally, nationally) with a view to being well informed about the operational context of the Mulberry Medical Practice
- supply representatives of the PPG to attend any external meeting/meeting with an external agency of relevance to Mulberry PPG
- prepare PPG update for the Practice website

Meetings

- four times a year at the Practice at specified times and on defined days
- it is good practice for patients and staff members of the PPG to confirm their attendance or give apologies to the Chairperson prior to the meeting
- the Practice will be represented at all PPG meetings by the Practice Manager and other staff as appropriate
- sub-groups of the PPG may be created to address particular tasks ('task and finish') which will meet as and when required

Organisation

- the activities of the PPG will be organised by members of a core group
- core group members will appoint the following rolls:-

Chair
Secretary
Treasurer – if required

- appointed roles will be held for two years, after which existing role-holders may be reappointed
- the core group is responsible for agreeing an annual PPG plan and nominating responsibility for action
- an AGM for all members of the PPG shall be held each year

Dissolution

- in the event that the dissolution of the PPG is being considered, current members should be invited to an 'extraordinary' meeting to discuss the issues for all patients
- the decision of this meeting should be recorded and published for all patients
- in the event that that dissolution is enacted, all patients should be informed by all practical means (e.g. notices in the Practice, website etc.)