**PPG Meeting Tuesday 17 December 2019**

Alice H - Chairperson

Michael H - Committee member

Karen S - Practice Member

Vicki - Practice Member

Helen K - Committee Member

Helen S - Committee Member

Lesley J - Committee Member

Sheila P - Committee Member

Apologies:

Colin Fisk – Secretary

Dinah Simmons – Chair Person Crossroads PPG

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| **AGENDA POINT** | **ACTION** |
| 1. Welcome

The chair welcomed everyone to the meeting. Apologies received from Colin and Dinah who were unable to attend this month’s meeting. |   |
| 1. Minutes and Actions from last minutes.

All agreed the last minutes were correct. The previous action points were carried over to the next meeting. The Chair will contact the new Conservative MP for Lincoln regarding the next health event and matters around the costs surgeries have been left with in regards to medical record releases for insurance companies.  | Chair |
| 1. Non PPG Meeting updates.

 The Chair apologised that she was unable to attend the recent CCG meeting. After further discussion Helen S agreed to attend CCG and other meetings when she is available. She felt that with her background in health care she would be able to offer valuable contribution at these meetings. Secretary to provide Helen with dates as they come up.  | Secretary |
| 1. Health Event/Awareness day.

All agreed that this year’s event had gone well and that it seemed to work better when letters are sent rather than trying to make phone calls. There was a bigger foot fall to the event and having a wider range of stalls such as club seemed to go down better. It was agreed that this should be the format of the next event. A Big thank you was extended to Bob who kindly helps out at our events. He has expressed an interest in doing so again. An initial date of the 5th September was set. The Chair will check with the venue to see if that date is free. Funds taken from last year will cover the costs of the hall. It was agreed that we should try to cover these costs each year with raffles and coffee sales. Sheila suggested that her netball club might like to attend the next event. All agreed that any club is welcome and once the date is confirmed we will start gathering ideas of who to invite.  | ChairAll |
| 1. AGM – planning

The meeting discussed the pending AGM. It was felt that we should attempt to do an evening meeting this year to try and gain new members. Further planning and the date to be discussed at the end of the February meeting. | All |
| 1. PPG Awareness week

It was suggested that the group take part in this year’s PPG awareness week (as advertised in the NAPP bulletin) the date is 1st -6th June. A suggestion of the committee holding a coffee morning was made in the hope that we can promote the group, raise additional funds towards the health event and get interest from patients to join the group. Karen will check clinic dates to see what day would be most busy. Bob could be invited to attend and help out, he has requested to come to any events we do and is very keen to be part of the group.*Post meeting note: Wednesday 3rd June would be a good day as there 10 clinics running most of the day.*  | AllChair |
| 1. AOB:
* Karen gave an update on how AskmyGP was going. The system has been in place a year now. Reviews still continue to be good (with the odd negative comment as only to be expected); patients do like the system and especially receiving fast replies from the clinicians. Internally, the work load has increased significantly, demand from patients has risen because they can send simple queries or ask for advice so easily under this system. We do still get some patients who call to ask reception to complete the request for them even when they have submitted previous requests themselves. This obviously ties up the phones and reception staff, the clinicians then find they then have to contact the person for fuller details than originally given to staff. Staff have been asked to try and encourage patients to complete their own requests as much as possible.
* Dr Aubrey has demonstrated the AMGP system to many other local surgeries over the past few months and a few have signed up to the system now as well.
* 111 service – The committee chatted about various experiences when calling 111. On the whole this service works very well and good advice is given saving the patients having to go via their GP the following day. If the patients need to be seen they are given an appointment in the out of hour’s service.

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| **Next meeting will be Tuesday 3rd March 12noon at the Brant Rd Surgery.**  |  |

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| Action point | Date | Action | Action Manager | Date completed |
| 1 |  | Chair to contact new conservative MP regarding Event and costs of processing medical records for insurance companies/solicitors | Chair |  |
| 2 |  | Sec to inform Helen S of upcoming meetings | Sec |  |
| 3 |  | AGM planning | Chair/Sec/All |  |
| 4 |  | Health Event planning | All |  |
| 5 |  | PPG awareness event – coffee morning | All |  |