

**Minutes of Kingswood Health Centre Patient Participation
Group (PPG) AGM Meeting
Held on Monday 20th January 2020**

Chair: Margaret Adams
KHC Present: Dr Anna Wheatley & Nicole Canty-Davis
Minutes: Nicole Canty-Davis
Patients Present: 5 PPG Members

Welcome and Introduction

Margaret welcomed those in attendance.

Matters Arising From Last Meeting

Nicole informed those present that so far there had been no interest in On-Line Access training sessions to help our patients to set up an account and use this facility. This will be advertised again to patients later in 2020.

All other items from last meeting were agreed.

NEW BUSINESS

Election of Chair

Nicole informed the meeting that Gerry Wiltshire (chair) had retired from the PPG due to personal circumstances.

Steve McMahon nominated Margaret Adams for Chair and this was seconded by Marina Davis. All those present voted in favour.

Margaret Adams nominated Steve McMahon for Vice-Chair and this was seconded by Lyn Jefferies. All those present voted in favour.

The practice wishes to thank Margaret in her current position as Vice-Chair for her hard work in supporting Gerry and the group during 2019. Thanks are extended to all the PPG members for their continuing attendance and hard work during 2019.

Direction for 2020

RSVP (Retired and Senior Volunteer Programme)

Steve has volunteered as the practice driver co-ordinator and has attended a training session run by RSVP. He updated the meeting with regards the aim of the scheme and the requirements.

There is no upper age limit as long as the driver concerned has been passed by the DVLA as fit to drive.

There is no increase in insurance as this is a volunteer driving scheme and therefore exempt. RSVP is able to provide documentation regarding this if required.

As of yet no volunteers despite the advertising currently being done by the practice. Steve did ask if a text message could be sent to all patients signed up to this service regarding RSVP to see if this generates any volunteers coming forward.

Nicole said she would check with the Data Protection Officers regarding GDPR guidelines and the practice policy regarding content of text messages.

Since the meeting Nicole has checked above and no issues so she has asked the Business Team to send a text message to all patients currently signed up to this service.

Nicole also discussed with those present Kingswood Community Transport Shuttle Scheme. This is different to the Community Transport Scheme which is also offered, it is specifically for patients with a need to come to the practice and they pay a one off fee to use this service. Very often 'on the day' requests can be accommodated as well.

Patients do not need to be a member of Kingswood Community Transport to use this shuttle service.

Nicole will update the members with more info regarding this at a later date. It was agreed that it is a worthwhile service but meeting agreed that we need to try and encourage driver volunteers within the practice first.

RSVP – Wellbeing Guides (Befriending Service)

Wellbeing Guides were also discussed during the training session Steve attended so Steve briefly updated the meeting with regards this volunteer scheme. Unfortunately the practice has also not received any volunteers for this as of yet.

Member Uptake

The meeting discussed ways of trying to increase numbers to the PPG. They agreed that when they were present at the practice in the waiting room they would talk to other patients present to raise awareness and try to encourage interest.

It was also agreed to change the meeting time from 2pm to 5pm for the July meeting to try and encourage interest for patients who are unable to attend during the day.

Ways to encourage increasing PPG membership to be discussed at the next meeting but potentially to include updated posters advertising meeting date and time to be displayed in addition to being available on the website and jay-x screens used in the waiting room. Message to be added to the bottom of printed prescriptions. Text invites being sent to all patients signed up to this service.

Steve volunteered to contact Kingswood Voice to enquire regarding their advertising services.

Nicole informed the meeting that in agreement with Margaret when the invite to the PPG AGM was sent out it was accompanied with a note advising that unless members notified her **that they wished to remain** a member of the PPG then their name would be removed from the members list.

To date the group consists of six active members

Macmillan Coffee Morning

The meeting discussed the Christmas Coffee Morning which the PPG held on 11th December 2019. All agreed that although they enjoyed and appreciated meeting Kingswood Health Centre staff who attended this event, they were disappointed at the lack of patient support. It was proposed and agreed that the PPG would focus on hosting a Macmillan Coffee Morning as they thought this worthwhile cause would, hopefully, be well supported as well as it providing an opportunity of meeting and talking to our patients about the aims of the PPG.

This will be discussed and plans made at future meeting closer to the date which is Friday 25th September 2020.

4 PCN PPG Meeting

Kingswood Health Centre, Close Farm, Cadbury Heath and Hanham are the four practices in the Primary Care Network for this area.

Previously the four PPG's have worked together hosting 'Event Days' and Kingswood Health Centre will be the lead practice for any joint event in 2020.

Nicole informed those present that initially a meeting would be arranged with practice representatives, chair and potentially vice-chair's from all four practices present.

During the meeting suggestions would be invited with regards 2020 aims. The members discussed that perhaps this year a Health Education/Awareness Event lasting potentially two hours could be arranged, targeting a specific patient groups.

Nicole will contact the other three practices to confirm a date – dates proposed are

Monday 10th February

Monday 17th February

1pm start

Nicole will confirm date after she hears from the other practices.

2020 PPG Survey

The meeting was asked to give thought to a potential topic for 2020 PPG survey.

This is usually given out during the Flu Clinic's which are September/October but members were asked to bring potential topics to the next PPG meeting to be held in April to help with the planning process of this survey.

Dr Wheatley suggested a Volunteer Programme at KHC which could help promote services such as RSVP as a topic for this year's survey.

There was general discussion concerning the format of the questionnaire used and thought to be given to implementing some changes. It was felt that although there are some mandatory questions the survey specific questions could be up for change in format.

This will be discussed as an agenda item in April.

Meeting Dates for 2020

Margaret asked and those present agreed to continue with the PPG meetings being held on a Monday but with a proposed time of 1.30 to 3pm. Those present agreed although discussion and agreement took place concerning the benefits of holding a later 5pm meeting in July and to try and encourage interest and hopefully new members.

2020 Meeting Dates as follows:

Monday 27th April at 1.30pm

Monday 13th July at 5pm

Monday 26th October at 1.30pm

AOB

Nicole advised the meeting of the rearranged Basic Life Support Training being offered to PPG members initially by our trained Paramedic Practitioner.

It will be held on

Tuesday 3rd March at 1pm

The session usually last approximately one hour.

5 PPG members' names have been added to list of attendees.

Nicole will send out a reminder prior to the date.

Dr Wheatley informed the group that this would be her last meeting as GP practice lead for PPG as she is retiring in April. The meeting thanked her for her support and input.

The new GP practice lead will be Dr Emma Williams.

Date of next meeting - Monday 27th April at 1.30pm