



MINUTES OF PPG MEETING 13 Feb 2019

AGENDA:

1. Minutes of 4 Dec 2019
2. Update from the Practice (MS)
3. DNA analysis – DK
4. Report on TAPS group – CG
5. Social Prescribing & Directory Development – DK
6. Bank account status and constitution
7. Operational aims of PPG
8. Enabling funding application
9. Patient Stories request
10. A.O.B.
11. Date /time of next meeting

1 Minutes

The Minutes of the meeting of 4/12/18 were approved.

2 Update From the Practice

This time of year is always busy but so far the Practice has worked well. There has been less flu impact this year and vaccinations are close to target. Staff made special efforts to get to work to beat the snow disruption. A new retained GP starts this week but there are still GP recruitment difficulties.

3 DNA Analysis

DNA statistics have been reasonably stable recently. The main issue is DNA for Practice Nurse appointments and this should be the area to concentrate on. L-AB will again seek feedback from that area. Meanwhile DK will try to compare the TVH stats against national evidence.

4 TAPS group

The TAPS Steering Group has met twice and is working on publicity, fund raising, organizing general meetings and general administration. It has decided to set up a separate bank account (from the PPG account) to speed up the process and give a bit more independence, eg various funding organisations wish to know the bank account number before lodging funds. 17 men attended the Feb meeting at which it was agreed that in March, the meeting would split into small groups each covering a different treatment option. The PPG again expressed their appreciation of the TAPS success.

5 Social Prescribing & Directory Development

DK has undertaken the LINK AGE UK training to be allowed to put data on their database. He has a volunteer to help him follow up organisations to put their data in the correct form for the Cornwall Link. Non-compliant organizations will still be included on the PPG database. Data should start to be uploaded in the next few weeks.

6. Bank Account Resolution

The HSBC bank account has been suspended by the bank due to inactivity and it

appears to be difficult to restart it. It was agreed that it would be closed.
The meeting **resolved** that a new account be opened at Lloyds Bank in Callington and that the signatories be as follows:

CG(Acting Chair)

RH (Acting Secretary)

DK

MW

7 Operational aims of PPG

It was agreed that in the past few months, the PPG has completed a number of valuable projects. However it would now be appropriate to review the purpose and aims of the PPG in the light of its current membership. A recruitment campaign is underway with the aim of attracting new active members who would be prepared to run specific projects and activities. This review could lead to a revised constitution for approval at an AGM in the Autumn. It was noted that there had not been an AGM since 2016 and therefore none of the current officers had been elected and are therefore in an Acting capacity. RH agreed to take on the Acting Secretary position.

The Practice representatives made two suggestions for new PPG projects. The first is to survey patients to find out their concerns and needs. It was agreed that the PPG would use Q9 from the PPG Patient Experience Monitoring Questionnaire as a base but perhaps modified a little. It was agreed that group would contribute to the design. However a volunteer is needed to organize the process of the survey including the data analysis. PA and RH offered to sit in the surgeries for a couple of sessions to take patients through completion of the survey form.

The second suggestion was that the PPG could design and run a project to encourage patient use of on-line services (System1 at TVH) for activities such as on-line appointment booking, prescription renewal, checking test results, etc. Greater use of such services would simplify patient contact with the Practice and also free up Practice resource for other vital services. It was agreed to consider this at the next meeting but a project leader would be required.

8 East Cornwall Umbrella Group funding

Small enabling funds are available to PPGs in the area and it was felt that we should apply. MW agreed to get the process started.

9 Patient Stories

TVH had a request to access and publicise some patient stories. It was felt that TAPS would be an appropriate story and CG offered to give L-AB a contact.

10 PPG website

The current website is very out of date but it was felt premature to undertake a redesign until the PPG is clearer about its future activities – to be discussed in April. MW offered to circulate the recruitment flyer more widely.

11 Date of next meeting: Wed 10 April at 1830