



Long Bennington Medical Centre
Minutes of PPG Meeting
Friday 7th September 2018 @ 9.30am

Attendees: Robert Hay
Andrew Darkin
Harry Paice
Martin Round
Michelle Gilbert
Alison Lowerson

Apologies: Julie Darkin
Paul Haley

Minutes

1 Minutes of the Previous Meetings: Sign Off.

1.1 The minutes for the following monthly PPG Meetings were signed off:

- 6th July 2018
- 17th August 2018

2 PPG Appointments

It was agreed that in the interim to appointing a new Secretary to the PPG, members would take it in turn to make notes for the minutes on a meeting by meeting basis.

3 Recruitment

3.1 The meeting was informed that there is now a PPG Facebook Page and WhatsApp group. The Facebook page is a "Closed" group open only to registered patients of the Practice. The WhatsApp group is only for the PPG members at this time.

3.2 It was agreed that we should begin to finalise setting both up with the current PPG members and then begin to commence the socialisation on the Facebook page.

3.3 Enquires to be made to the Village Hall regarding availability of the Hall for the evening of 24th October 2018.

Action: Robert to contact Sue McKinley, Hiring Officer/Caretaker to confirm availability, costs and book appropriate room for the evening of 24th October 2018.

3.4 Once confirmation of the availability of the venue the Recruitment Flyer will be finalised and published on the LBMC Website and Facebook Page and the PPG Facebook Page.

Action: Robert to confirm venue details to Andrew.

Andrew to finalise and distribute flyer for publication when venue details confirmed.



- 3.5 It was determined that term “Virtual” PPG (VPPG) had a number of meanings of which two in particular were pertinent to our current plans, a) those patients who wanted to become members of our PPG but for a number of reasons were unable to attend face to face meetings and b) those patients who were happy to be part of a wider “feedback group” but were not necessarily able or inclined to volunteer to help in any other capacity.

However, it was agreed that we focus on the recruiting and that these VPPG elements might fall out from that.

3.6 Recruitment Presentation Content.

It was agreed that all members would provide ideas for inclusion in the presentation to be given at the briefing to be given on 24th October 2018 to those interested learning more about the PPG and volunteering to be part of the PPG.

Action: All PPG members to email to Robert ideas for inclusion by Friday, 14th September 2018.

4 Patient and Practice Action Plans

In line with Minute 3.5 above it was agreed these ideas are the elements, which make up our Patient and Practice engagement Plans.

Additional Actions arising:

1. In line with a recommendation from Martin, Alison to forward items for inclusion in action plans, social media and the recruitment presentation that demonstrate successes to date in which the PPG played an active role.
2. Alison to liaise with the Practice to ensure they are happy with the content of our plans before they are published.

5 Data Protection

- 5.1 Robert informed the briefed the meeting on his discussions with Edith Todd, N.A.P.P. director and Data Protection Lead.
- 5.2 In light of these discussions it is clear that there is a lot to be done to ensure that there is an appropriate and secure way for any PPG to store and use a practices’ patient personal information.
- 5.3 In the interim all patient personal data needs to be held by the practice and any PPG communications to the patient community should be via the practice.
- 5.4 To ensure compliance with GDPR a Data Protection Policy needs to be implemented as soon as possible.

Action: Robert to draft the DP Policy for approval.

6 Future Meeting Dates

It is clear that establishing meeting dates, which suit all members, is a difficult matter. This will clearly be something of interest to new members. It is therefore something we should consider and perhaps even discuss with attendees at our planned presentation to new PPG recruits.

In the meantime, these are the current planned dates for the remainder of this calendar year.

- Friday 5th October 2018
- Friday 2nd November 2018
- Friday 7th December 2018

Actions

1. **All;** please endeavour to make these dates free to attend.



2. **All**; consider alternative ideas for the timing and venue for the PPG meeting that are much more “inclusive” to ensure meeting times are not a barrier to people volunteering their participation.

7 Any Other Business

- 7.1 Confidentially agreements are being amended and members will need to resign when complete.
- 7.2 It was noted that there were two particular practice processes, which need to be reviewed:

7.2.1 SystmOnline

The prescription re-ordering “comments” section does not operate correctly. This has been pointed out to the application provider (TPP) but, as yet has not been rectified.

7.2.2 Recall Notification

The current system of sending out notifications for annual reviews has a couple of errors in it, which mean patients can receive a notification to book a review when in fact they have or indeed have recently booked their review.

Action

Alison to revisit both these issues.

There being no further business the meeting closed at 11:10am.