

## Handsworth Medical Practice – Patient Participation Group

### Minutes of the Meeting held at Handsworth Medical Practice on Tuesday 21st March 2017

1. Present:
  - Sue Harbour (Joint Chair)
  - Noel Hayes (Joint Chair)
  - Gill Tofts (Treasurer)
  - Laura Bellotti
  - Senka Zulic
  - Lorraine Toynton
  - John Glover
  - Joyce Hill
  - Brian Robinson
  - Pat Murrell
  - Zubeda Skinner
  
2. Apologies for Absence:
  - Zia Rehman
  - Joan Smith
  - Bridget Robinson (Secretary)
  - Barbara Bittle
  - Josie Camplin (Practice Manager)
  - Sue Sandell (Asst. Practice Manager)
  
3. Minutes of the meetings held on 21st February and 2<sup>nd</sup> March 2017 were approved.
  
4. Questionnaire approved. Final design and layout to be approved.
  
5. Quantity of questionnaires to be printed: It was agreed to print 500. It was also agreed that two boxes would need to be designed in which to insert the questionnaire responses. (*See later item re. design*).
  - 5.1. Data analysis of the questionnaire.

Lorraine Toynton offered to design a spreadsheet for all the necessary responses. LT to forward the spreadsheet to Sue Harbour and Bridget Robinson for discussion.
  
6. Launch week of PPG

It was agreed that the best date would be Monday 8<sup>th</sup> May to Saturday 13<sup>th</sup> May (Saturday am only).

  - 6.1 Accompanying letter about the PPG to go with questionnaire. Sue Harbour agreed to draft a letter and then share with Noel Hayes and Bridget Robinson.

Design of flyer. A general discussion took place and it was agreed that we need a Logo; Headed Notepaper; Two Posters; Questionnaire Boxes and Name Badges. Laura Bellotti agreed to discuss the design of these with her students and Brian Robinson agreed to meet with her to discuss a design brief for her students.

**7. Rota for launch week.**

Sue Harbour has created a grid which will be sent out to members later.

It was generally agreed that a morning session would be from 09.00 – 11.00 and the afternoon session from 14.00 – 18.00.

A brief discussion took place about promoting the PPG again on the two nominated Saturdays in October when hundreds of patients attend the Practice for their flu jabs.

**8. Fund Raising Ideas.**

Brian Robinson said that he was hopeless at selling raffle tickets but quite good at buying them. He suggested other fund raising ideas including an offer for him to introduce the PPG to :

- (a) Tescos for sponsorship and prizes.
- (b) The Indian Restaurant in The Avenue, to offer dinner with one of the doctors and/or Mario, the Practice Nurse.
- (c) Local Chemists for prizes.
- (d) Woodford Golf Club for a round of golf possibly with Dr. Britt

Other contacts were mentioned such as Morrisons; the Nuffield Gym ; etc.

**9. Any Other Business**

Noel Hayes brought to the attention of the Committee, the chaos at the Silverthorne Phlebotomy Unit. The Committee agreed that this would be a priority for the PPG.

Gill Toft reported that the available monies were now locked in the cash box in the office and anyone wishing to use it would need to talk to her or Sue Sandell and then supply receipts.

Sue Harbour and Noel Hayes to have a discussion with Josie Camplin and Sue Sandell whose absence from the meeting was greatly missed. Contact to be made with Sue and Josie via Bridget's email contact which the rest of the PPG do not have access to.

Sue harbour and Noel will need to discuss with the Practice the issue of some sort of ID cards so that PPG members have some form of identity in order to approach patients in the Practice regarding the completion of questionnaires.

The PPG will also need some confirmation with regard to what they can do legally on behalf of the Practice for fund raising activities.

**10.** Date of next meeting.

25<sup>th</sup> April at 18.00 – 19.00.

Bridget Robinson