

## Handsworth Medical Practice – Patient Participation Group

### Minutes of the Meeting held at Handsworth Medical Practice on Tuesday 22<sup>nd</sup> August 2017

1. Present: Sue Harbour (Joint Chair)  
Bridget Robinson (Secretary)  
Gill Tofts (Treasurer)  
Brian Robinson (BPR)  
Laura Bellotti  
Senka Zulic  
Lorraine Toynton  
John Glover  
Zia Rehman  
Joyce Hill  
Joan Smith  
Vida Timms (Virtual Member)
  
- From the Practice: Sue Sandell  
Dr. Adam Borowski
  
2. Apologies for Absence:  
Noel Hayes  
Pat Murrell  
Josie Camplin  
Zubeda Skinner
  
- 2 Virtual Members: Liz Hardy  
Ann Hunter
  
3. Minutes of the meeting held 13<sup>th</sup> June 2017 were approved.
  
4. Matters Arising:
  - 5.2 John Glover (JG) will replace Brian Robinson (BPR) on the small steering group to meet, when necessary, with Practice staff during the day.
  
5. The Practice had supplied details of nine people interested in joining the virtual group. The nine people had been written to and acceptances had been received from five:
 

Laura Ayling  
Rob Clark  
Liz Hardy  
Ann Hunter  
Vida Timms

Two of these have expressed an interest in attending in person and not as virtual members: Liz Hardy and Vida Timms.

6. PPG Local Standards revised version. LT, NH and SZ attended the PPG Local Standards meeting in June. Loraine's notes of the meeting are attached as attachment 1. (Attached also is the latest version of the PPG standards).

A request was made from the locality representatives to attend 2/3 of our PPG meetings a year. It was agreed that they could attend 2 meetings a year but only as observers. A similar request was made for them to have sight of our minutes. This was agreed.

Summary:

It was agreed that LT, NH, BR and either/or SS or JC from the practice would be part of a PPG Standards Sub-Committee. SS agreed to provide a few possible dates mid-end September for that sub-committee to work through the matrix. The deadline to return this to the CCG was now the end of October.

7. Telephone Prescriptions. SH mentioned that the message on the Practice telephone was misleading regarding prescription renewals. SS to look into this.
8. Date for Launch week and rota. SS informed the meeting that the flu jabs would take place on Saturday 30<sup>th</sup> September and Saturday 7<sup>th</sup> October, from 08.00 – 13.00 when the Practice expected the footfall at the surgery to be c 1,000, mainly the elderly and people at risk. There would be a further clinic for flu jabs during half term when mothers and babies would be vaccinated.

It was agreed that the committee would attend on both Saturdays and also during half term week.

Those listed below have agreed to do one shift of 2 hours on each Saturday:

30<sup>th</sup> September 08.00 – 10.00

7<sup>th</sup> October 11.00 – 13.00

Gill Tofts  
Loraine Toynton  
Vida Timms  
Zia Rehman  
Laura Belloti  
Joan Smith  
Sue Harbour  
Brian Robinson

John Glover  
Loraine Toynton  
Vida Timms  
Zia Rehman  
Laura Belloti  
Joan Smith  
Sue Harbour  
Brian Robinson

- 8.1 Questionnaires: It was agreed that we should have 500 questionnaires printed and LB will obtain a quote from the College.

It was agreed that a sample of 100 responses, per session, would be a good sample.

9. Design and Marketing: BPR showed the committee three examples of a logo. The committee agreed on one and this will be used on all marketing materials. eg: questionnaire; notice board; headed paper, etc.
10. 10.1 As agreed at the last meeting, BPR investigated what the PPG were allowed to do to with regard to fund raising. He contacted the National Association for Patient Participation. (NAPP). NAPP said that the PPG did not need to raise funds as GP Practices were allocated 30p per patient and this is included in the Practice's budget along with other grants. The estimated worth to the PPG is in the region of £4,500. SS said that she couldn't comment on funding and Dr. Borowski (AB) said he would investigate.

The NAPP said that they thought we, as a group, were doing all the right things and asked that we should join their association.

BPR also spoke to the Patients Association who are sending information about how they can help us.

SS and AB said that any information about the Practice can be found on the web but that the Practice's performance had been deemed good.

10.2 SH asked SS if the Practice needed the second wheelchair. SS said not at the moment.

10.3 SH asked SS and AB if it would be feasible to have an under 18 sub group to gauge their views on the Practice. An additional questionnaire could be designed for 14-18 year olds. The Practice thought it would be a good idea to get this age group involved. SS suggested contacting the secondary school opposite the practice.

10.4 At the last meeting JC had mentioned that they sometimes need admin help in the office. One of the virtual members, having read the last minutes, had mentioned that she would be available. SS said that at the moment they are covered but will contact us if and when they need help.

10.5 Three sub sub-committees have been established:

Design and Marketing: Brian Robinson and Laura Belloti

Liaison with the Practice: Sue Harbour, Noel Hayes and John Glover

PPG Local Standards: Loraine Toynton; Noel Hayes; Bridget Robinson and either Sue Sandell or Josie Camplin from the Practice

11. Date of next meeting:

Tuesday 19<sup>th</sup> September at 18.00 at the Practice.

Bridget Robinson

HMC-PPG Meeting 22.08.2017