

## Green Street Clinic Patient Participation Group (PPG)

### Notes of the Meeting Tuesday 4 March 2014

**Present:** Heather King, David May, John Beynon, Gerry Maquire, Emma Ducklin, Tove Bentham, Andrew Togut, Joan Prince and Sally Erridge. Joan and Sally are two of the new Friends of Green Street, and were welcomed to the meeting.

**Apologies:** Ron Cussons, Daniela Penge, Graham Newby.

The notes from the last meeting were agreed, and the meeting confirmed that the Newsletter could now be circulated.

#### **Matters arising:**

Heather and David will arrange to meet and Draft the next edition of the regular Newsletter, and Andrew suggested that it would be good idea to include details of how Patients could acquire information from the Hospital about services and Hospital arrangements.

Joan has been a member of a Patient Participation Group before, and put forward the idea that the Surgery could organise, or signpost people towards, Social Healthy Activities – this can be picked up again at a future meeting.

Heather agreed to circulate the link to the Patient Participation Group section to new members/Friends so that they see all the documents relating to the Patient Participation Group to give an idea of the background.

Graham has been in to see Heather regarding his further analysis of the patient survey. These were briefly discussed but should be re-visited when Graham is in attendance.

#### **Friends of Green Street Clinic:**

Heather was delighted to tell the Meeting that there are now 8 Friends and they are very much welcomed by the Practice and its staff. They are settling in well to this new venture, and developing their role. So far the toys are being cleaned, magazines being sorted and Patients being helped on their way around the Practice. The Friends will also be looking at the Notice boards (seasonal/topical items were suggested) and helping publicise the Patients on line services initiative. Sally and Joan were keen that the role develops and that they are kept involved and busy. Those at the Meeting were pleased to note the progress.

Tove mentioned signing issues in the Clinic – eg “Nurses Waiting Area” – and Heather will consider what improvements can be made.

#### **Clinical Commissioning Group/ Commissioning Matters**

Daniela’s report on the Practice Operational Forum will be postponed to the next meeting, at which time the document “A Strategy for Primary Care” which Heather tabled at the meeting will also be discussed.

Gerry reported back on the latest Patient Participation Group/Clinical Commissioning Group Forum (formal notes will be circulated when received). John confirmed that he will act as our representative as well as Gerry.

Key points:

Most Practices have established Patient Participation Groups although there are some differences in terms of what they should be doing. Sarah Geater, who is the chairperson for our cluster's PPG/CCG forum will be suggesting some guidelines.

Individual Practices described their progress, and in some cases some issues, to the meeting. Gerry contributed to that discussion by describing our progress.

"Healthwatch" was also discussed at the meeting. Healthwatch are the national consumer champion in health and care. They have been given significant statutory power to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

The Patient Participation Group/Clinical Commissioning Group meeting also mentioned the issue of GP revalidation, and Heather gave our meeting a brief idea of what that involves.

Gerry is keen to represent our views to the Patient Participation Group/Clinical Commissioning Group meeting and this will now be a standing agenda item.

**Date of next meeting:** Thursday 24 April 2014 6-7 at Green Street.

Agenda items (so far)  
Next Newsletter – items for inclusion  
Clinical Commissioning Group matters  
Primary Care Strategy  
Social/Healthy Activities