Minutes of the Meeting of Cedars Surgery Group: Patient Participation Group (PPG) 03 June 2019 held at Worle High Street Practice site

		ACTION
In Attendance	Neil Turner (Chair); Paul Beechey; Valerie Crow; June; Dave Kingsbury; Mike Pimm (GP); Pam Rogers; Trevor Salter; Pamela Thompson; John Vaughan-Roberts; John Whitlow; Dave Williams. Jane Perrin (Minute taker)	
Opening 6.00p.m.	Chair welcomed attendees, particularly new faces. He thanked others for ongoing support of the group. Group was reminded PPG is forum for general issues, not personal ones (excluded from Minutes).	
Apologies	Jill Brown; Jane Sellers; Anne Skinner; Livi Tratt (Deputy Practice Manager)	
Previous Minutes	Agreed as a true record and signed	
Matters Arising from Previous Minutes:	 Ask my GP Feedback: Dr. P advised ups and downs – system currently down. Format is <i>work in progress</i>, progress being slow. Site may crash locally (both sites individually), or centrally (Birmingham) Issue phone message being long: not all have Internet or choose to use. Feedback: Survey at 3 months suggested 75% satisfaction: response times and applicable staff member dealing. Second quickest response time in the area. Noted: Personal difficulties/dissatisfaction should be directed to Practice Manager or Deputy. Social Prescribing Comments on overload at local Pharmacy – difficult to make first point of contact because of daily queues for prescriptions – possibility of taking this up with Manager of the Pharmacy; NHS England; CCG or <i>Healthwatch</i> Older Person championing forum confirming paper and online information frequently becoming out of date. Healthy Weston public consultation (& issue raised) Consensus of "done deal" for future despite various models listed in document. Long term illness staying at WsM General Short stay fast-track to Bristol Attempt to attract "Portfolio" Doctors to Weston – working as Part time GP, Part time Hospital service General issue of shortage of GPs and drop-out during training. Potential Clinic for Older population to avoid hospital admissions – model for rolling out elsewhere in region. 	Practice to attempt to shorten call lead-in Volunteer to do this required – contact Neil to offer.

	 Maternity services – patients choosing to use Bristol – lack of deliveries locally making service unsafe/unviable. 	
	 Virtual Members Group Dr. P advised changing online supplier for online: revisit in due course. Could do separate What's App for younger person inclusion (who cannot attend meetings) Weston College links (carried over in absence of volunteer contact – see previous Minutes) 	Anne
	 DNA (Did not Attend): Feedback: lessening since introduction of <i>Ask my GP</i>, but still some happening. 	
	 Patient Information Video Library Feedback: One care videos have been little used, GPs suggesting links to NHS Choices; Patient.co.uk or even <i>Youtube</i> equivalents of One Care videos. In addition to leaflets etc., this embraces range of resources to suit patients' preferences of access. 	
	 Any other Business: Venue for Psychiatric Drop In to be announced very shortly PPG member feedback: this will also include homeless support; mental health; drug and financial support. Treatment Escalation Plans: Queried if links to Bristol – feedback of not working in practice. Dr. P feels likely process is regularly visited and re-done as circumstances may change during progression of illness (and thus appropriate). In case of dementia patients: if Power of Attorney exists, decision making made. If no Power of Attorney, default is full treatment. 	
Correspondence	A PPG application (JW) submitted and apparently not processed through – to be checked when both available.	NT/AS/LT
Communication: Updates/ Feedback	 NT attended Bristol University's "Men on the Fringes" opening event. Research in conjunction with Age UK, attempting to pinpoint isolated males. Brochures now out. Reasons reflected included: Financial Confidence Perceived needs being difficult to deliver (e.g. home visiting) 	Contact NT for further information

Sub – Committees	 Active work for the PPG by sub-committees to look at particular aspects/issues etc. (recent Healthy WsM consultation as an example), to report back to Practice PPG (might include): patient concerns pharmacies notice board/updates attendance of other meetings/consultations reading of National PPG briefings (website) Commitment required, but noting respect for Volunteers availability. 	
Any other Business	 Practice Prescriptions: Although publicised, noted that many were unaware all prescriptions being prepared at Worle site. Feedback: a town-wide hub is planned to follow – no idea of venue at this time. Email had been sent to Livi re: PPG confidentiality – Dr. P had not been given information for the meeting. 	LT to advise
Next Meeting:	Monday 02 September 2019 at 6p.m. at Worle High Street venue:	