

Minutes of the Meeting of
Cedars Surgery Group: Patient Participation Group (PPG)
02 March 2020 held at Worle High Street Practice 6p.m.

		ACTION
In Attendance	Neil Turner (Chair); Dr. Mike Pimm [GP]; Tracey Davenport; Austin Holloway; Dave Kingsbury; Catherine Lauder-Knight; Phil Lewis; Pamela Rogers; Trevor Salter; John Whitlow; Sally Woodlock; Livi Tratt (Livi also acted as stand-in Minute taker)	
Apologies	Adrian Axelsen; Paul Beechey; Anne Skinner; Colin Vaughan-Roberts; Pamela Thompson; Jane Perrin	
Opening 6.00p.m.	Chair welcomed attendees.	
Previous Minutes	02 December 2019: Agreed as a true record.	
Matters arising	None – other than elsewhere on Agenda.	
Correspondence	None received.	
Communication Updates/ Feedback	None received. Discussion was held on the automated GP preset telephone messages. Discussion on Meet & Greet at Reception to aid use of auto-check in. Noted this is not used to full potential at either site. Signs for check in machine to alert patients to the service will be provided.	LT
Sub – Committees	<p>Notice Boards: Not maintained at present due to sickness. Suggestion of “virtual PPG” for those who cannot get out of home/attend, but have access to technology.</p> <p>Information Officer to provide information to the PPG group.</p> <p>One Care – Avon wide service, provides support for Practices (set up by GPs in Avon). MSK (Musculoskeletal) services, back office services and improved access are all part of the One Care provision. Discussed “connecting care” – shared platform which allows professional to view a Patient’s record: Hospitals, Primary care, District Nurses etc. (requires Patient consent at outset).</p> <p>Social Prescriber: The social prescribers are part of our new GP contract and NHSE are providing finance for Primary Care Networks (ours aligns with the Pier Health Practices) to employ these people. The social prescriber hours are allocated per patient registered at the practice and therefore Cedars/WMP is entitled to 0.5 WTE (whole time equivalent) per week. Curo are a company, similar to Alliance who employ the social prescribers in the area. This is where our current social prescriber comes from. Access is via the Practice to ‘book in’.</p> <p>Patient Concerns: Finding advice for GP relevant concerns from Patients – NHS Choices, AskMyGP, self-help services are available (via AskMyGP and NHS choices). Posters are already up, but could be added to the PPG Notice Board giving contact for Patients with concerns. This could be an opportunity for PPG and Surgery to learn together: themes would be more appropriate than individual “moans”. A sub-group could decide on format of comment cards/suggestion box. Cards to be filtered by Livi and passed to Pam T. Box to be provided at Worle Med P.</p>	LT

	<p>Website: Navigating to PPG is difficult. How could it be made easier? Dr. M advised that the site is to be (drastically) altered soon across all WsM & Worle practices. New site to be better for access.</p> <p>PPG Constitution and realistic achievability: The terms of reference have been previously circulated. NT advises this needs updating. There is nothing to measure against currently; but efficiency of meetings could thus be measured.</p>	<p>Please contact Jane if you require a copy</p>
Any other Business	<p>Q: Third Party consent forms – provide notice for Patients to be aware.</p> <p>There being no other issues the meeting closed.</p>	
Next Meeting:	Monday 01 June 2020 at 6p.m. at Worle High Street venue.	