

17 September 2019 Patient Group Minutes

Actions

1. The patient group was attended by 8 patient group representatives and the Business Manager, Rachel Pickering

Apologies were received from Dr Kirsty Goddard and Pippa Fitzsimmons, Practice Manager

2. Rachel Pickering welcomed Jenny Bristow appointed as Patient Chair agreed action from the previous meeting.

3. Minutes of previous meeting:

Key points from the previous meeting were linked to role and function of the group.

All members were re-invited by Pippa to continue to be part of the patient group. Where members have not responded, these have now been removed. We also have some new members. The members contact details will be provided to Jenny Bristow (following their permission) to enable Jenny to contact PPG members in the future.

PF

The ground rules and objectives were discussed and Jenny has proposed the attached (these were not available the evening, so please review and feedback any comments) to Pippa.

PF

4. The PPG continued to spend some time discussing role and function and individual responsibilities of the group. The opinions of the group was much divided and there was an ask from the PPG that the practice helps them identify the key areas that they can help with. Rachel will look at the key areas for the practice and bring/present them to the next meeting.

RP

5. Connect with an experienced PPG. It was agreed that Jenny would contact Tony Robinson, PPG Chair of the Stag Practice in Rotherham. Upon reviewing their PPG leaflet and the work that they do it was considered good to talk to them and learn from others.

JB

Post meeting note. Tony has agreed to attend the December meeting and therefore the focus of this meeting will be about learning from their experience in Rotherham. All PPG members to have a think about the questions that would be useful in advance of the December meeting.

ALL

6. Further discussions took place about membership and continuing to try to engage with students. It was valued that Elysia attended the

meeting today to represent the views of our younger populations.

Members commented about the key role of the reception team and their 'eyes and ears' in the practice and maybe they could help the PPG around where to focus the efforts. Rachel to ask a Reception member to attend a future PPG. RP

7. CQC the practice will be inspected over the coming months. Rachel informed the PPG that it would be good to have them involved with this and that some would be present on the day to meet CQC inspectors. This was welcome and supported by the PPG. The practice wants to aspire to be an outstanding performing practice. Links to the CQC website below if anyone would like to look at the information on GP practices.

8. We have had an offer from Caroline Irvina to write a PRG newsletter. A member of the practice staff to be allocated to her to help produce this. Thank you. Discuss at next PRG meeting

9. Date of next meeting

**Tuesday 3 December 6 – 7.30 pm**, please note extended time due to Rotherham GP Practice chair (Stagg Medical Centre) attending.