

Patient Participation Group
Minutes of Meeting
25th May 2017
Tuxford Surgery

Meeting Opened: 6.00 p.m.

Present:

Oliver Lord (Practice Manager), Mark Russell (Lay Member for Patient & Public Engagement at Bassetlaw Clinical Commissioning Group), Dr Catherine Harrison (GP – arrived part way through)

Patients:

Tracey Woodhall, Michael Colborn, Graham Nicholls, Tony Maskery, Tony O'Keeffe, Ann Wrightwick, Byron Dawson, Susan Thompson, Paul Meeney, Richard Dowson, Rodger Cooper, Kath Hobart, Joan Moorhouse

Issues Arising From Previous Meetings:

This meeting aimed to expand and reinvigorate the Patient Group. Prior to the meeting invitations were distributed to all patients whom we have e-mail addresses for (approx. 1200 patients) which invited patients to become involved with the group either by attending meetings, or by being part of a wider patient reference group. The meeting was well attended by patients who had never been involved in the group before. As such, previous minutes were not discussed.

New Matters Arising:

1. *External Speaker - Mark Russell, Lay Member for Patient & Public Engagement at Bassetlaw Clinical Commissioning Group*

Mark Russell kindly attended the meeting to talk to patients about Patient Engagement. This talk covered a variety of topics, including;

- How Patient Groups can be set up and the forms that they can take. The concept of Patient Reference Groups and Virtual Groups was discussed.
- The roles that Patient Groups can play in supporting the practice.

Other Matters Arising:

2. *Discussion about the role of Chair Person*

The group discussed the future chair of the patient group. The majority opinion of those present was that, at least for the next few months, the Practice Manager should act as the Chair.

3. *Meeting frequency*

How frequently the group meets was discussed. Previously the group has met every other month. Members considered meeting more frequently whilst the group becomes more established, but agreed to retain the 'every-other-month' schedule for the time being.

4. *Previous minutes and Patient Group Constitution*

Patient present discussed the constitution and previous meeting minutes. Oliver Lord pledged to make previous Patient Group documentation (previous meeting minutes, constitution, and ground rules) freely accessible on the practice website.

Patient considered that the constitution of the group may require changing, and to be discussed at future meeting(s).

5. *Terms of Reference*

Oliver Lord discussed the kinds of support that would benefit the practice. Examples given were;

- Patients perspective on future premises extension and renovation
- Patients perspective on possible changes to the appointments system, such as changes to 'triage first' appointments for on-the-day appointments

Oliver also discussed that in his experience, members of patient groups often feel that they are 'not achieving' or 'not supporting the practice well enough'. Oliver reassured that the best support a patient group could give as that of a 'critical friend'. This may not be much more than attending meetings or giving feedback, listening to ideas and giving opinions and

Meeting finished at 7.00p.m. - Next meeting: THURSDAY 18th July 2017

Don't forget any other suggestion for the Newsletter to morgan.davies@nhs.net