



## **Patient Participation Group**

### **Minutes of meeting 14<sup>th</sup> August 2019**

**Present:** Baz Bemment, Gill Bower, Elizabeth Weston, Jane Harvey, David Siebert, James Reeder, Lesley Bruin, Penny Dack-Kirkwood, Caroline Bown, Lesley Noble, Aileen Butler, Tracy Neave

**Apologies:** Neil Coleby, Angela Weiss, Mary Reid, Gordon Sewell, Christine Goldson, Liz Matthews

#### **Matters arising:**

**Review of previous minutes:** agreed (David apologised that there hadn't been a newsletter).

**Health Event:** this had been very successful although there was disappointment that only three members of the PPG helped/attended the event. Thanks to those who did help. Patients had engaged with the services who attended on the day, including Access and Turning Point, both organisations to help vulnerable and mental health patients. There was a patient who learnt about available help for dementia patients, which he was grateful of, as his mother suffered with dementia and he saw himself as her carer. Jane Harvey said that she had found the event useful with lots of engagement regarding the James Paget Hospital.

Sadly Tracy felt disappointed as she had been interviewed by Radio Suffolk regarding the event; however Tracy should have contacted the Great Yarmouth and Waveney CCG comms team about the interview. James Reeder said that it had been a very positive broadcast.

There was discussion about how the practice may hold a further event: Jane suggested a topic specific event which seemed a good idea. Tracy said that she would welcome more support from the PPG if there were future events.

**Agenda:** Lesley Bruin asked if the agenda could be sent out earlier. Tracy explained she had been on annual leave and that was the reason for the tight turn around. Tracy said that the secretarial role is quite time consuming especially as the group is growing. Tracy asked for a volunteer from the group to take on the role, but no-one came forward.

**Signing in screen:** Lesley Bruin asked how it was going with the screen. Tracy explained that the screen is occasionally problematic, but on the whole most patients seem to know what they are doing. Tracy said that the practice really welcome the support from Angela Weiss.

**Ridge at main entrance:** Lesley Bruin said that she finds entering the main building difficult because of the ridge at the front entrance. Tracy said that she had bought a portable ramp for Lesley which had not been successful. Lesley can enter the building through the pharmacy. Tracy will have to review the ridge and see if there is anything we can do about the entrance.



**Dr Davis patient awareness:** Caroline said that two of her friends had not known that Dr Davis had retired from the practice and who their new allocated GP was. Tracy explained that the practice had advertised this on the website and with posters, and that on hindsight could have text patients.

**Communications:** Caroline asked how the practice kept patients up to date with information. Tracy explained that we use the website, posters and notices in the practice, Facebook and sometimes text. Some members were not aware of the early morning appointments. Jane said that if the PPG do not know what is going on, this may be a problem with the CQC at the next visit. Tracy will review communications.

**Solutions:** Caroline gave feedback that Solutions had proved very helpful. Solutions appointments are about social prescribing – helping people with social care over a vast array of matters. Solutions appointments are available to book in the surgery either via the receptionist or telephone.

**James Paget Governors:** Jane explained that there is a new Chief Executive called Anna Hills. Jane said that there is a governors re-election next year and for the PPG members to think seriously about whether to put themselves forward as it is a rewarding and interesting role. Jane will email Tracy information bulletins as they are published by the JPUH which Tracy will circulate to the group. There is an Annual General Meeting (AGM/members meeting) which is open to the public on Wednesday 18<sup>th</sup> September in the Lecture Theatre, Burrage Centre, JPUH. An exhibition starts at 6pm with the meeting being held 7pm to 8.15pm, free parking in staff car park E at the back of the hospital. Jane invited Tracy to attend, Tracy to check personal commitments.

**Complaints and Compliments:** There had been one complaint regarding Dr Raja, which the patient withdrew.

**Any other business:**

- Meetings – it was difficult for some people to hear when we had the evening meeting at the surgery and at this meeting (due to the keep fit class in the room next door). Tracy will avoid Wednesday afternoons going forward and if we have another evening meeting will try to book the church room rather than hold it at the surgery. We will stick with afternoon meetings during the winter
- Pilot scheme – reducing opiates: we will be taking part in a pilot scheme regarding helping patients to reduce opiate medication. The practice needs to do this to help manage opiate dependency in the area
- Dementia: there will be a dementia awareness talk at the next PPG meeting

**Next meetings:**

PPG meetings Trinity Church

Thursday 17<sup>th</sup> October                      2pm

Thursday 5<sup>th</sup> December                      2pm

