

PPG Committee Meeting held on 14th May 2019
at Ore Surgery

Present Nicki Verrall, Lynne Mitchell, Joan Bones, Lin Holmes, Chris Mills,
Alison Green, Andree Stevens, David Standen & Angie Millington

Apologies Jenn Hesmer and Shilpa Radia.

Minutes of last meeting were read and agreed

Matters Arising

None

ESHT Lynne gave us a written report so that we can read and digest in our own time. She pointed out that important issues were the future being digital making the booking of appointments easier and Respect, which appears to have replaced the Living Will but will be more available to anyone.

Patient Survey

Final report was sent out to everyone but not all of us received it. Will send again. David recapped for Nicki's benefit.

We need to support Care Navigation and try to get information across about on site pharmacists and nurse prescriber.

Nicki was unable to give us any further news on new surgery. It is still in the hands of NHS England, next meeting probably beginning of June.

There was some concern over the fact that the patients at the two temporary surgeries are unaware of the fact that there is a new surgery in the offing and that their surgeries are just that, temporary. It was agreed that it would be best to wait until we have some definite news before trying to inform all.

Dr Mucci Event

This was a complete success with fantastic attendance. Many lessons learnt for any future events. Lynne thanked everyone for their hard work.

Chris commented on the fact that there was a signer for the deaf and suggested that we always put in place for anything in the future.

PPG & Committee

It was decided that we save this to the next meeting as it is such a big subject and will take a lot of discussion.

Notice Boards

It was agreed to use information on Scleroderma for the June boards. It was felt that it was not ideal to do anything about National PPG week, but wait until we produce our own literature.

AOB

Angie raised the subject of NHS Digital, which is already being offered to patients when they go online. Andree is using it without problems.

Joan said, speaking of the website, that she is unable to book appointments without registering again – this will be the third time. Alison had a similar problem and neither of us bother using website now.

PPG Forum has been moved because of elections and will now be at Battle Memorial Hall on 23rd May at 10 am. Lynne and Angie definitely attending and possibly Chris and Alison.

Date of the next meeting was confirmed as 11th June, at Ore.

Meeting closed at 7.45 pm.