

PPG Committee Meeting held on 13th August, 2019
at Ore Surgery

Present Lynne Mitchell, Joan Bones, Lin Holmes, Jenn Hesmer, David Standen,
Andree Stevens, Angie Millington & Jackie Horton

Apologies Chris Mills and Alison Green

Minutes of previous meeting were read and agreed

Matters Arising

Still waiting for photos of pharmacists. Shilpa is on holiday so Joan will email later.

Angie & Lynne will be attending the meeting re: commissioning proposals for CCGs.

CCG are concerned that CQC did not personally interview any PPG members.

Meeting with Jackie & Suzanne

Jackie had requested that we change our meeting time and/or day but we are unable to do so due to some members still working and we would hope to encourage more people of working age to attend.

It was agreed that we would welcome the attendance of a member of staff from the Practice on up to 5 occasions during the year but it was not necessary for staff to attend every meeting. They have already attended more than this, for which we are very grateful.

Lynne has requested that the Chair and one other have a meeting with the practice partners before the October meeting.

New Logo There had been some concern over whether the logo we had planned to use may have copyright issues so David has altered it enough for it to be different and uniquely ours.

All agreed that Beaconsfield Patients Group was preferable to PPG and there is no problem with this as other PPGs have used different terminology. Leaflets will be placed in the surgeries alongside the Practice leaflets and Complaints leaflets, 10 leaflets at each site which are to be replaced when they get low.

Online Services

Lynne gave us all a copy of the NHS Online Patient Map and explained a little about it.

She also suggested that we look again at whether we join NAPP, so it will be included on the agenda for October.

- Mjog Messenger – this is an app for mobile phones that will remove the cost of texting for the practice and other NHS bodies.
- Summary Care Records – were discussed. Other similar plans e.g RESPECT, PEACE and End of Life Plan already exist so is therefore very confusing.
- Engage Consult – this went into operation for Beaconsfield Surgery on 1st August 2019 and is a form of online consultation.

Respect This was in August newsletter as ‘working towards’ but is not available yet. It is being used at the Conquest however.

Results line There has been a change of options on phone, most of us have heard the Message. It is not possible to ring through direct to the pharmacists, you Have to call and leave a request for them to call you back.

ESHT AGM Lynne, Joan and Lin reported back on what happened.

AOB Andree reported that feedback about Beaconsfield Surgery is all very positive on the Nextdoor website.

Angie reported about Hastings Networking Meeting at Pop In Centre. NHS wants to link into the community.

Jen had tried to make an online appointment and was told she had reached the maximum of appointments she is allowed. However, this was first time of attempting to book one. General dissatisfaction regarding the online appointment system.

Lynne spoke about the questionnaire and the need to liaise with the practice on how to deal with the results.

At our next meeting in October we need to look at the year ahead for the PPG. Chairperson should stand down after 2 years, which will be October 2020, so we must also give some thought to who may take over.

Date of the next meeting was confirmed as 8th October 2019, at Ore.

Meeting closed at 7.50 pm.