



HOPE FARM MEDICAL CENTRE

Hope Farm Road, Great Sutton, Ellesmere Port CH66 2WW
 Telephone: 0151-357 3777 Fax: 0151-357 1444

Meeting:	Hope Farm Medical Centre PPG Meeting	
Date of Meeting:	Tuesday 11th October 2016	
Delegates Present & apologies:	Present: Ken Salter (Chair) Carol Williams Tim Goldsbrough Keith Anderton Dr Kingston	Apologies: Trish Nash Marion Barnet Sue MacDonald Barbara Lancelott John Langan

Agenda item number:	Notes:	Action required:
1.	Present and Apologies	
2.	Minutes from the previous meeting The minutes from the previous meeting held on the 10 th August 2016 were approved as a true record of the meeting held.	
3.	<p>National Association of Patient Participation (NAPP) – building better participation.</p> <p>NAPP published 5 questions that were circulated in advance to the group and a discuss was had around each of these individual questions:</p> <p>Q1. Do you feel the current PPG set up is effective? If not, what ways could we improve the effectiveness?</p> <ul style="list-style-type: none"> - The number of members attending the PPG meetings is dropping. How do we ensure that we continue to engage those who already committed their time to being involved in participating in the PPG? - What is the main aim of the PPG? This was discussed in some length and whether there was a clear aim for the group. Perhaps this should be discussed in more detail at the next meeting to establish the clear aim and direction of the group's overall aim. - Recruitment message: perhaps we need to communicate what the PPG has achieved to date and this may help patients understand the roll of the PPG and want to engage with the group – we need to keep reminding the practice patient population that the PPG is here. Keith 	



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Anderton agreed to take this forward. Some of the areas that the group have been effective in developing include:

- The newsletter
- Practice developments

Q2. Do we need to engage with more patients? If yes, how do we achieve this?

- It was agreed that we do need to attract more patients to the group and to widen the demographics of the group to reflect the current patient population demographics. Although it was acknowledged that this may be harder to achieve.
- Do we need to look at holding the meetings at different times perhaps on a rotational basis? Meetings at 5pm isn't very easy for those in work or looking after children home from school. This area was to be given more thought for the next meeting.
- We could include more information on the TV screen in the waiting room and in the patient leaflet. Some 1-2-1 engagement may be of benefit with the PPG members spending some time in the waiting room talking to patients regarding being involved with the group and what areas would they like to see discussed at these meetings. A short questionnaire for patients to complete may be a good way to gather information from them?

Q3. Fundraising – additional technology within the practice could be very beneficial to the patients i.e. 24 hour blood pressure monitors. However, these are expensive. Do you feel the PPG could have a role in fundraising for specific items identified to benefit patients?

- The potential benefit of additional equipment in the practice for the benefit of patients could be seen. However, if this was to be progressed we would need to see if patients were happy with the practice/PPG raising money for the purchase of equipment and possibly asking the patient what equipment they would like to see? This area would need further consideration.

Q4. What various methods are in place (or should be in place) to communicate with and involve all patients?



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	<p>Currently we use the newsletter, website and practice notice boards/TV screens in the waiting room. This question linked into question 2.</p> <p>Q5. The PPG has a planned programme of activities?</p> <p>Although no dates have been set the group have discussed other educational evening events for patients. It was agreed that the next event should be on Diabetes – perhaps February/March 2017? Following a recent Panorama programme on the BBC on Diabetes it was thought an event on Diabetes Awareness and Prevention would be of benefit to patients. Keith was happy to lead on this event with the support of the rest of the PPG.</p> <p>It was agreed that this would be the focus of the next PPG meeting.</p>	
4.	<p>Question from PPG member: Does the practice have any plans to survey patients' experience of the 111 service which has replaced the out-of-hours service? Is there an audit process in place to monitor the use and effectiveness of the service?</p> <p>As this is a CCG commissioned service the practice hasn't got any plans to survey patients on the experience of 111/out of hours. If any patient has concerns regarding the provision of the Out of hours service they can raise this directly with CWP or the CCG.</p>	
5.	<p>Question from PPG member: does the surgery have any facility for older children/adults for whom a normal accessible toilet is not suitable? E.g. a patient with severe learning difficulties who may need a nappy change? A baby changing shelf if not suitable for a patient above 2-3. The 'changing places' campaign recommends a specially adapted room, although I appreciate that this is likely to prove too costly for the surgery. However, it would be helpful to offer the use of a couch or similar. Is this something that practice already offers – I haven't seen any information about this?</p> <p>The practice offers as much support as possible to carers and patients with a disability within the current constraints of the premises. Any new developments on the premises will factor in any improvements to disabled access to the practice. Any patient or carer needing more support can speak to the practice that will endeavour to facilitate their requests whenever possible.</p>	



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6.	<p>Any other business</p> <p>West Cheshire CCG Annual Awards: the practice was success in picking up two award at the annual WCCCG AGM:</p> <p>Maggie Hayes was awarded the Carer Link Worker of the Year for all her work in supporting and identifying carers in the practice.</p> <p>The practice was joint winners of the Supporting Patients with a Long-Term Medical Condition Award. This was the second year running that we won this award.</p>	
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Date of Next meeting: Tuesday 17th January 2017 5pm