



HOPE FARM MEDICAL CENTRE

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

<b>Meeting:</b>	<b>Hope Farm Medical Centre Patient Participation Group Meeting</b>	
<b>Date of Meeting:</b>	<b>17<sup>th</sup> January 2017</b>	
<b>Delegates Present &amp; apologies:</b>	<b>Present:</b> Ken Salter (chair) Carol Williams Sue MacDonald Keith Anderton Liam Evans Tim Goldsbrough Dr Kingston	<b>Apologies:</b> Marion Barnett John Langan

<b>Agenda item number:</b>	<b>Notes:</b>	<b>Action required:</b>
2.	The new Assistant Practice Manager Liam Evans was introduced to the group.	
3.	<p><b>Minutes from the previous meeting</b>            The minutes from the previous meeting held on the 11<sup>th</sup> October 2016 were approved as an accurate record of the meeting.</p> <p><b>Meeting dates and times</b>            The days and timing of the PPG meetings were discussed to try and determine if a greater number of patients could be introduced to the group and the PPG to reflect the demographics of the patient population. Everyone agreed this was a difficult nut to crack.</p> <ul style="list-style-type: none"> <li>- It was agreed that the meetings would be held quarterly but if another meeting was required sooner as there was something specific to discuss this could be arrange. This ensures that the commitment isn't too onerous on the patients volunteering to become members of the PPG.</li> <li>- It was agreed to rotate the meetings on alternative Tuesday and Thursdays</li> <li>- To try and encourage a different representation we would rotate the times of the meetings to 10am, 5pm and 6.30pm. The 6.30pm meeting would be a short 30 minute targeted meeting</li> </ul>	



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	<ul style="list-style-type: none"> <li>- Tim to write and circulate the meeting dates for 2017</li> </ul> <p><b>How do we attract more patients onto the PPG</b>          Keith Anderton circulated a communication plan to the PPG members. This is attached to the minutes. From this document a discussion was had on how we can increase the communication to patients. This included:</p> <ul style="list-style-type: none"> <li>- The PPG members spending some time in the surgery talking to patients. This would need commitment from the PPG members. This could develop into a PPG patient survey as it has been sometime since we have completed one.</li> <li>- Speak to Carol Boyle and invite her to the next meeting to help identify carers who may be willing to join the group; even if this was as virtual members.</li> <li>- Increase the presence of the PPG on the website. Liam to review the current PPG content on the website and see how this could be improved.</li> <li>- Review the TV slides in the waiting room and reduce the volume of unnecessary slides and update those that need updating and reduce the speed of moving the slides onto the next one. Liam to review.</li> <li>- It was also discussed that the PPG could have their own separate newsletter for patients. Keith Anderton circulated a newsletter proposal to the group. Everyone thanked Keith for his detailed and in-depth report. Keith to liaise with Tim and Liam on developing the PPG newsletter.</li> </ul> <p><b>PPG Aims and Objectives</b>          Keith Anderton circulated an updated version of the previous aims and objectives of the PPG; attached to the end minutes. The group thought these were good objectives and thanked Keith for preparing this in advance.</p> <p><b>PPG planned event</b>          It was agreed to move the PPG Diabetic prevention evening forward.</p>	<p>Tim to pull dates together and circulate</p> <p>Liam Evans to review</p> <p>Liam Evans to review</p> <p>Tim to have meeting with Liam and Keith to develop newsletter</p>
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	<ul style="list-style-type: none"><li>- Important that we focus on prevention to stop people becoming diabetic by better education and lifestyle. If this can come from a patient perspective it will deliver a more positive message.</li><li>- PPG member Marion Barnett has volunteered her husband to give a talk on diabetes prevention from the patient's perspective. Ken Salter to liaise with Marion.</li><li>- Keith was happy to lead on this event with the support of the group and practice.</li><li>- It was agreed to aim to have the diabetes event at the end of March. A meeting with Ken, Keith, Liam and Tim to start working on the finer detail of the event.</li><li>- The group thought a talk from a nutritionist would be beneficial on the event. Perhaps Kathy Woodley could talk about diabetes prevention as the lead nurse at the practice on diabetes.</li><li>- There are lots of activities at the Whitby Sports and Social Club. Carol Williams to investigate and circulate list of activities to the PPG group.</li><li>- We could invite BRIO to the event as they organise a lot of local support groups including free gym membership for the over 75s, smoking cessation and weight loss management.</li><li>- If all members of the group and practice could create a list of organisations/groups/third party providers that could be invited to the evening event we can start to speak to potential contributors.</li><li>- Keith has had discussions with a couple of local walking groups, of which one seemed suitable. Perhaps we could use the practice as a starting point for a walking group to help people become more active.</li></ul>	
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<b>Any other business:</b>	Ken Salter: discussed that the CCG are working on a repeat prescribing project to reduce the need for repeat medication that wasn't needed. It is important that this
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	<p>message is circulated to the patient population.</p> <p>Feedback from the group was that the length of the pre-recorded telephone message has reduced which is positive.</p> <p>Carol Williams: discussed a recent article on returning hospital equipment by patients once finished with i.e. zimmer frame, crutches etc. Is there anything like this in West Cheshire? Tim to investigate and to feedback at the next meeting.</p>
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<b>Date of Next meeting:</b>	Thursday 9 <sup>th</sup> March 2017 5pm
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## **PPG Meeting 17th January 2017**

### **PPG Communications with Hope Farm Patients**

**Author: Keith Anderton**

Since the inception of the Hope Farm PPG over two years ago the means of communication within the practice has developed through the improved practice newsletter, which is available on-line on the practice website, by the newsletters being forwarded to e-mails of those patients who have registered their e-mail addresses, and through the waiting room information screens. The practice is due to launch a Facebook page, which will be an effective means of communication in addition to the above. The PPG should use both newsletter, Facebook and the information screens to make patients aware of:-

- the PPG's existence,
- it's role and purpose,
- some of the successful activities it has undertaken
- it's proposed activities for this year
- it's need for new recruits with a better demographic representation of patients

We should aim to contribute to the newsletter, Facebook and information screens on a regular basis. The above bullet points could be covered in one article and thereafter concise articles featuring a single activity, such as an education evening, invitations to patients for comments and suggestions for improving services, and to announce any relevant feedback from surveys about the practice.

I joined the PPG because a member asked me to complete a four question survey and then advised me of the existence of the PPG. A similar exercise conducted this year may provide further analysis of the perceptions of patients, and also provide an opportunity to recruit new members.

We have previously identified education evenings as a good means of communicating about a particular medical problem which affects many (Dementia) and this can be repeated in respect of another subject (We have in mind Diabetes) which could be the subject of an education evening or afternoon (location problems if considering an afternoon session but we could consider a joint venture with other practices at a neighbourhood social club or church hall).



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## **PPG Meeting 17<sup>th</sup> January 2017**

### **Newsletter input from the PPG**

**Author: Keith Anderton**

The Hope Farm Patients Participation Group (PPG) has been in existence for just over two years, and our purpose is to act as a conduit between patients, the doctors and staff. We have been consulted on practice procedures, how to improve communications, on the design of the practice waiting rooms and most importantly, listened to. We are not a channel for making complaints, there are other procedures in place for that, but we believe we have a contribution to make on improving the practice. Some of our ideas have been incorporated in the way that the practice communicates with its patients – the regular newsletter available on the practice website, or sent to you by email, and the design of the waiting and reception areas are examples where our views have been listened to and acted upon.

Being a member of the PPG isn't too onerous – we only meet 4 or 5 times a year, usually at 5pm for about an hour. Most of the members are 'mature' in years and we'd love to have patients who are younger, possibly young parents – we recognise that we need to be flexible so meeting times can be changed, say to 9.30am after the kids have been dropped off at school. You may have ideas for improving what is already a go ahead, and creative environment, and your involvement would be welcomed.

During the past 12 months we've arranged an evening to discuss dementia and the help that is available in the practice and in our town. We've liaised with the voluntary sector to see what can be done to help the lonely, including recently bereaved, and there is a considerable amount of support starting with the practice doctors and staff, who can link into voluntary organisations.

We plan in the next few months to have an education event focussing on diabetes – a growing medical problem nationally and within this practice. How does it occur, how can it be prevented? Two areas which contribute are obesity and lack of exercise. We have contacted a local walking group who meet each week and participation by our patients may be a good preventative step. More details will be published soon on the newsletter and on the waiting room information screen.

If you are interested in that event or joining us as a new member of the PPG let us know.



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## **PPG Meeting 17<sup>th</sup> January 2017**

### **Group Objectives for 2017**

In March 2015 the following PPG Objectives were adopted:-

- The Group will seek to promote good relations and communication between the practice staff and patients
- The Group will support and promote health education activities within the practice
- The Group will explore suggestions and ideas identified by patients or practice staff and report to them any valid findings considered to be of benefit to the practice and patients
- The Group will organise PPG patients' surveys as required to ascertain the views of the patients on selected matters. The Group will also promote the benefit to patients of completing the Friends and Family Test each time they interact with the Practice.
- The Group will be able to ensure that patient views and respective needs are considered in the planning and development of new services and activity within the practice.
- The Group will keep patients informed about PPG progress and developments relating to their achievements by means of the HFPPG Notice Board in the waiting room, the practice website and other outlets deemed appropriate by the Group and practice.

In my view the above objectives remain pertinent in 2017 and should be retained, subject to any amendments or proposals from the PPG in this or the following meeting. They have acted as a means of identifying our activity during 2015 and 2016, and will do so for future activity this year.