

**NORTH COLCHESTER HEALTHCARE CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**MINUTES OF MEETING HELD 27<sup>TH</sup> APRIL 2016**

**Attendees:** Matt Farrell, Leila Priscott, Jean Wilson, Laurie Southwell, Yaa Dankwa Ampadu-Sackey, Nick Chenery and Syed Hadi

**Chair and Minutes:** Sharon Dixon – Deputy Service Manager

	<b>Agenda Item</b>	<b>Notes</b>	<b>Owner</b>	<b>Action</b>
<b>1</b>	<b>Welcome and Introduction</b>	<p>Sharon (SD)</p> <p>Welcomed the members and thanked them for attending the meeting.</p> <p>Outlined that there had been approximately 20 patients that has shown an interest as well as many virtual members and is delighted that so many patients wish to work with us constructively to help us provide the best service we can to all our patients.</p>	<b>SD</b>	<b>To follow up those who had originally shown an interest but has not received confirmation to join the group</b>



3	<b>Terms of Reference</b>	All members were asked to read the draft Terms of Reference. All members potentially agreed with the content but were asked to review and agree for the next meeting.	PPG	<b>Members to agree content for next meeting</b>
4	<b>What don't we want from a PRG?</b>	This was explained in the presentation that it is not a forum for individual complaints and those will be dealt with by SD outside of the PPG meetings.		
5	<b>Patient Survey</b>	<p>The patient surveys are very important to encourage us to review and implement new ways of working where necessary. Some examples of which were shown in the presentation.</p> <p>SD suggested that PPG members could help with encouraging patients to complete these by coming in on days that suited.</p>		
6	<b>Date and Time of Next Meeting</b>	It was agreed to hold the meetings at 7pm on a Wednesday evening. The next meeting to take place on 18 <sup>th</sup> May to appoint the Chairperson, Vice Chairperson and Secretary. Agree the Terms of Reference and Aims and Objectives.		
7	<b>Any Other Business</b>	<p>All members present introduced themselves and outlined a brief biography.</p> <p>SD agreed to send all documentation provided and a copy of the presentation.</p>	SD	<b>To email all documentation to members.</b>

		It was asked if the members would need to sign a confidentiality agreement. SD agreed to provide this for the next meeting.	<b>SD</b>	<b>To provide Confidentiality Agreement for next meeting</b>
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