## NORTH COLCHESTER HEALTHCARE CENTRE PATIENT PARTICIPATION GROUP MINUTES OF MEETING HELD 6<sup>TH</sup> OCTOBER 2016

Attendees: Matt Farrell, Yaa Dankwa Ampadu-Sackey, Jean Wilson, Laurie Southwell, Nick Chenery and Kath Cini

Apologies: Leila Priscott and Syed Hadi (post meeting)

Chair: Matt Farrell

Minutes: Laurie Southwell

	Agenda Item	Notes	Owner	Action / Update
1	Welcome and	Matt Farrell welcomed the members and thanked them for		
	Introduction	attending the meeting.		
		Introductions made for Kath Cini, Service Manager		
2	CQC, NHS Choices	New full time doctor starts on 12 <sup>th</sup> October so there are no		
	& recent changes at the centre	GP vacancies.		
		Rotas are now being filled 4 months in advance rather than 2 weeks.		
		Additional receptionists being recruited. Between 7am –		
		10am, the admin team are assisting in taking calls. There are		
		still issues with the phone system. Additional workload being		

service provided by the PCC in the building. Will be adding options to the phone system and website to advise on the		
	1	
correct phone number for PCC services. Will also be a menu		
to the phone system to allow patients to select the service		
they are calling for.		
NHS Choices provide details of local NHS services, health		
•	PPG	Add prompt to PPG notice board to encourage patients to
·		leave feedback on NHS Choices.
CQC monitor these as part of their inspection.		
CQC carry out audits every three years, at 2 weeks' notice.		To note.
They will ask members of the PPG to be involved.		
Health MOTs for all chronic illnesses will now be arranged		
within patients' month of birth. These means all checks are		
carried out at once and it is also easier for patients to		
remember when health checks are due.		
Authorisation dates and review dates for repeat		
prescriptions are to be aligned.		
It was agreed that the PPG minutes will be added to the		Arrange for minutes to be uploaded to website.
website.		
Discussed a comments box for the PPG. The Centre may		Find Comments box and consider if suitable. If so, arrange for
already have one available.	КС	Facilities to add to PPG area.
An encrypted email address (NHS.net) has been set up for		
the PPG.	KC / MF	
	information and also allows patients to comment on the service they receive at the Centre. All comments are responded to. Need to push for more patient comments; CQC monitor these as part of their inspection.  CQC carry out audits every three years, at 2 weeks' notice. They will ask members of the PPG to be involved.  Health MOTs for all chronic illnesses will now be arranged within patients' month of birth. These means all checks are carried out at once and it is also easier for patients to remember when health checks are due.  Authorisation dates and review dates for repeat prescriptions are to be aligned.  It was agreed that the PPG minutes will be added to the website.  Discussed a comments box for the PPG. The Centre may already have one available.  An encrypted email address (NHS.net) has been set up for	NHS Choices provide details of local NHS services, health information and also allows patients to comment on the service they receive at the Centre. All comments are responded to. Need to push for more patient comments; CQC monitor these as part of their inspection.  CQC carry out audits every three years, at 2 weeks' notice. They will ask members of the PPG to be involved.  Health MOTs for all chronic illnesses will now be arranged within patients' month of birth. These means all checks are carried out at once and it is also easier for patients to remember when health checks are due.  Authorisation dates and review dates for repeat prescriptions are to be aligned.  It was agreed that the PPG minutes will be added to the website.  Discussed a comments box for the PPG. The Centre may already have one available.  KC  An encrypted email address (NHS.net) has been set up for

		The patient registration system is broken. KC is pursuing replacement by CCG.		
3	Minutes of Last Meeting	<ul> <li>Minutes of last meeting were reviewed.         <ul> <li>Registration form currently only gives options to participate in virtual group</li> </ul> </li> <li>Way forward for Chairman</li> <li>Fundraising events</li> <li>PPG Summit</li> <li>Updated photos / bios required</li> <li>Generic email address and PPG area set up.</li> </ul>	кс	<ul> <li>Every patient that signs up for virtual group receives a letter to give agreement to be contacted for PPG. If this is given, they are then contacted via phone. Action closed.</li> <li>Discussions held and agreed position of Chairman will be shared. Action closed.</li> <li>Clarification required about what fundraising is permitted.</li> <li>Summit has already taken place this year. Action closed.</li> <li>Supplied. Action closed.</li> <li>Completed. Action closed.</li> </ul>
4	PPG procedural	Membership Need to get membership numbers up. Discussed the follow up undertaken from patient registration forms and whether members have any contacts at the NCHC they could contact.  Fundraising More guidance needed from KC about what is allowed but at the minimum, funds required for NAPP member ship, notice board costs and expenses incurred from any NAPP meetings / activities.  Quorum It was agreed that quorum would be 4 members.	JW / NC	Find out (from websites / NAPP information) what the role of a Treasurer involves.  To note.
5	PPG Activities	Notice Board An issue has been identified that patients do not like discussing their symptoms with receptionists when trying to		

make appointments and do not recognise the benefits of doing so. May be an idea to include in the "Do You Know" section of the notice board.		
Captions to go in the Do You Know section.	All / NC	It was agreed that the general content would be agreed via email and NC would design the layout.
Appointments Questionnaire		
The objective of the appointments questionnaire is to		
feedback whether the appointments system is working,	All	All to feedback on questions to be included in the
including the triage system, and what patients would like to		questionnaire.
make it as convenient as possible.	LS	LS to put rota together for carrying out questionnaire.
Coffee Morning Need more guidance on whether fundraising is permitted before an event is planned but would like to get other services involved and to hold an event just before Christmas. It has to be a Sunday. A special meeting will be held to plan this event if it can happen.		To note
NAPP & Access to NAPP website  Details have been provided. Group encouraged to have a look and provide feedback on any good ideas found at next meeting.	All	

Next meeting date: 8<sup>th</sup> November at 18:30