

# **DUKINFIELD MEDICAL PRACTICE - PATIENT PARTICIPATION GROUP**

## **Minutes of the meeting held on Tuesday 4th February 2020 at 1.30 pm at St John's Church Centre, Dukinfield**

### **Present:**

Amrit Mistry (*Treasurer*), Geoff Hill (*Secretary*), Ted Thorpe, Gillian Hague, Marion Higgins (*Chair*), Laura Oldham, Sheila Frith (*Note Taker*), Colin Hearnshaw, Judith Hearnshaw, Jennifer Bates, Susan Allen, Brian Malpas, Joyce Jones, Ben Wragge, Roger Acheson, Julie Pregnall

### **Apologies for absence:**

Ann Wright, Chris Eckersall, Christina Andrew, Christine Chesham, Diane O'Brien, Gillian Eckersall, Hilary Dewhurst, Jacqueline Parry, Kathleen Morris, Kathryn Ratcliffe, Paul Whitworth, Stella Bune Mungaila, Beryl Broadbent, Catherine Clayton

### **Minutes of the last meeting**

Approved as a correct record.

### **Matters Arising from the minutes**

There were no matters arising but the following actions were confirmed:

- The Constitution has been reissued with the agreed changes. It is also available on the PPG webpage at: <https://dukinfieldmedicalpractice.co.uk/ppg/>
- Significant calendar dates - received and Sheila will send further information quarterly to Brian.
- The results of the waiting room survey - the results/findings of the interviews are now available on our webpage.
- Dr Dowling has now returned to work following his illness.
- The Group AGM was held in January 2020 and minutes have been circulated and have also been published on our webpage.

### **Election of a Core Group**

Acknowledging that everyone's input is valuable, Marion outlined the need for a core group of people, given the alternate timings of future meetings (evening and afternoon), to be able to attend regularly and be available for planning projects etc. Judith and Colin Hearnshaw, Kath Ratcliffe and Joyce Jones volunteered.

### **Back to Basics**

With the aim of informing everyone, Geoff presented a brief outline of the role and responsibilities of a PPG. In particular, it aims to be the voice of the patient population, and, equally important, it is not a forum for discussing individual complaints. It seeks to identify areas for improvement and deliver information relating to the health and wellbeing of patients. Discussion highlighted effective communication as being vital to the process, although it was acknowledged that this is extremely difficult in an organisation such as the NHS. Notice boards are useful, but need to be kept up to date. Marion offered to check both sites periodically. There is a lot of very useful information already in the waiting room relating to PPG, Health Champions, Self-Referral routes etc., and it was suggested that the TV screens can be used to deliver topical information. A small information booklet about the PPG was suggested.

Newsletters also help with communication and Brian Malpas was thanked for his hard work producing the latest version. Following an initial draft, a final version was distributed for approval and comment. Brian reported that, during his research, he had looked at several similar publications, and many include a personal note from one of the partners. In some respects, it was unfortunate that the reference to abuse of staff was necessary, but Julie reported that recently there had been occasions when staff had been subjected to totally inappropriate behaviour from some patients. Brian acknowledged that he had more information that could have been included but felt that the final version was the right length. The plan is to publish a newsletter seasonally so items can be submitted for inclusion in the next one. It was recognised that this current newsletter needed to be available very soon. Julie confirmed that copies could be produced in the surgery and volunteers would be required for collating/stapling.

### **Core Objectives for the PPG**

Marian put forward some suggestions for discussion, i.e.

- Collaboration between the PPG and Health Champions
- “hearing and listening to” the patient voice
- Identifying what clinicians want or expect from the PPG

It is recognised that the PPG and Health Champions have differing aims in some respects but there are clearly areas where they can work together. Several attendees at today’s meeting are also Champions. Further discussion will be required to find the best way forward. Sarah Berne, who has oversight of the Champions across Tameside and Glossop, has agreed to be involved in discussions.

The idea of a “listening table” had been identified by the Thornton PPG in Fleetwood. The Health Champions currently hold a “drop in” type session on Friday afternoons and that could be a source of gathering information. Marian also suggested a “wish box”. A simple form “At our Practice, I wish we had ...”. It was seen as more positive than a suggestion box and if patients were prepared to add their name to be contacted in future, it could be a way of following up and/or expanding on ideas.

Julie said that clinicians have expressed strong support for the PPG and a willingness to attend where time constraints allow, especially if there is a specific item for discussion which requires input from them. She agreed to report back and ask partners for their views.

It was agreed that these suggestions should continue to form an important part of discussions for future PPG objectives.

### **PPG Funding**

Geoff asked for clarification on specific funding for PPGs from the Practice for events, expenses etc. He had been advised that this was in the region of 30p per patient per year. Julie responded by saying she could find no specific reference to this or any sort of dedicated funding in their contractual agreements with the NHS. However, she is aware of various funding streams available to similar groups and she has been successful in applying for grants for projects that Health Champions have staged. She felt that the PPG would also be eligible for such grants if they present a programme of suitable events in due course. She felt that Sarah Berne could be of assistance in this respect.

In order to attract such funding, the PPG would need to arrange a suitable bank account etc.

### **Complementary Therapies**

It had been suggested that the PPG could be interested to hear about complementary therapies used alongside current traditional treatments. The response was very positive. Colin Hearnshaw is a Reikki master and agreed to give a presentation to a future meeting. The discussion was wide ranging, acknowledging the extensive use of acupuncture and other therapies across the NHS in centres such as The Christie.

### **Any Other Business**

Julie was asked to do a presentation to each of the next two meetings (one evening, one afternoon) relating to how the GP Practice fits into the NHS and Funding Streams.

The meeting closed at 2.35 pm. For those who hadn't seen it, the video of the Thornton PPG receiving its award was shown.