

PPG Network Action Points

Meeting: PPG Network Meeting

Date: Friday 21 June 2019

Time: 1.00pm – 3.30pm

Location: Conference Room 2, Doncaster College for the Deaf.

Members Present: Norma Carr (NC) – Chair – Tickhill and Colliery Surgery
Chris James (CJ) – Hilltop Centre
Steve Lyons (SL) - Great North Medical Centre
Geoffrey Johnson (GJ) – Carer's Strategic Review Board
Jon Finegold (JF) - The Burns Practice
Chris Simmonds (CS) - Francis Street Medical Centre
Frank Knapton (FK) - Mexborough Health Centre

Apologies: Sheila Bean (SB) - Village Group Practice
Peter Noble (PN) - Village Group Practice
Diana Foster (DF) - Carcroft and Woodlands Surgery
John Burke (JB) - Kingthorne Group Practice
Barbara Bell (BB) - The Burns Practic
Sian Owen (SO) - Francis Street Medical Centre
Brian Nelson (BN) – Mexborough Health Centre
Emily Green (EG) – Business Support Officer, Healthwatch Doncaster

In Attendance: Elle Smith (ES) - Engagement Support Officer, Healthwatch Doncaster
Natalie Bowler-Smith (NBS) – Community Engagement Officer,
Healthwatch Doncaster
Janine McCullough (JM) – Health and Social Care Student,
Healthwatch Doncaster
Tina Hope (TH) – Primary Care Doncaster

	Agenda Item	Notes
1.	Welcome Introductions Housekeeping	NC welcomed everyone to the meeting and introductions were made.
2.	Apologies	Sheila Bean (SB), Peter Noble (PN), Diana Foster (DF) John Burke (JB), Barbara Bell (BB), Brian Nelson (BN) Emily Green (EG), Sian Owen (SO)
3.	Minutes of the last meeting and matters arising	The minutes from the last meeting held on Friday 24 May 2019 were reviewed by the group and agreed to be set as a true record.
4.	Geoffrey Johnson – Presentation on Carers	GJ gave a detailed presentation around carers, their roles and details around mobile applications and appointments. GJ explained the 'Jointly app' is now available to carers and the person they care for. On the app there is a timetable of appointments and medications, messages can be sent and received. Action: GJ will send the presentation to the group.

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5.	Healthwatch Doncaster Update – Natalie Bowler-Smith	<p>NBS provided an update around the Access to GP Practices project that Healthwatch Doncaster are currently working on. Healthwatch have engaged with over 1200 people, capturing patients views on accessing their GP practices. The end date for this project is Monday 8 July 2019.</p> <p>Action: NBS will send round an e-learning link, that provides useful information and training around Suicide and Mental Health.</p>
6.	Video Relay Service	<p>NBS provided feedback from a Health Ambassadors meetings she had attended and mentioned a new ambassador from the Deaf Community wondered if GP practices use or were aware of the 'Video Relay Service' that allows members of the Deaf community to access interpreters for appointments in short notice. The Ambassador thinks it would be beneficial for GP practices to be aware of this service as it would help the Deaf Community to access more interpreters.</p> <p>Action: PPG Members to take this information to their practices and update at the next meeting.</p>
7.	Sharing best practice – Jon Finegold	<p>JF shared that The Burns Practice hold 'Happy to Help' sessions at the practice. This is when the practice speak to patients informally who are waiting for their appointment and see if they have any concerns about the practice. This happens in both practices located in Cantley and Central.</p> <p>JF mentioned that over the last year some improvements have taken place, i.e. changing signage and newsletters. JF also mentioned that there is not much criticism raised about the practice by patients, therefore are trying to find alternative ways to make people feel healthier, i.e. walking sessions.</p> <p>JF gave some feedback about their patients and explained they prefer the conversation to be informal in which they are then open with the practice.</p> <p>Next Sharing best practice – Chris Simmonds.</p>
8.	AOB	<p>There was a discussion around the PPG Network working better with partners and organisations such as PCD, CCG, and Carers etc.</p> <p>TH mentioned there is now training available in practices.</p> <p>Action: Tina Hope to send a year-plan of training in GP Practices to NC for information.</p> <p>NC made a proposal that as Practices in each of the five Doncaster areas are now going to set up a Network to work together and share resources and services, it would make sense for the PPG's in each of the individual localities to also set up a network. Each of the 5 networks could then potentially sent a representative to the PPG Network meeting.</p>

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		<p>Action: It was agreed that NBS will take this idea to Andrew Goodall who would then attend the next meeting to discuss.</p> <p>The email to Practice Managers is on hold at the moment.</p> <p>Action: After a discussion it was agreed that FK is to invite Ben Scott to a future meeting as he has been appointed the Clinical Lead for Doncaster South Locality.</p> <p>Emergency Containers JF informed the network there is 'Emergency Containers' that are used in the case of an emergency. This is shown by having a sickie on the fridge or in the window of your home and putting container in the fridge. In an emergency, this shows the ambulance team you have medication or health needs, this will be shown in the container which is in the fridge.</p> <p>Area Champions SL raised he will not be sharing good practice for the next few months due to some circumstances have changed within the Carcroft Practice.</p>
9.	Close	Meeting closed at 15.30hrs
10.	Date of next meetings	<p>Next meeting: Friday 26th July 2019, 1.00pm – 3.30pm.</p> <p>Future meetings: Friday 13th September 2019 Friday 25th October 2019 Friday 29th November 2019</p>