

# **Greensands Patient Participation Group**

## **Minutes of the Annual General Meeting**

**7.30 pm Thursday 12 May 2016 at Potton Surgery**

Present: Gerry Brunt, Steve Hemmings (Vice Chairperson), Sofie Hooper, Kasia Hopkins, Nicola Jenkins, Marcia Kaye, Sue Sheppard-Smith, Dr Diana Taine, Ken White.

Also present: Nicola Gauge.

### **1 Welcome and Apologies**

Apologies: John Foulkes (Chairperson), Mary Robinson, Jean York (Secretary), Jane Edwards and Fiona Carey.

Thanks and credits to: Sofie and Ken for their hard work put into constructing both the Constitution and Terms of Reference documents.

### **2 Consider, review and if appropriate accept the new Constitution**

Item 4 “To provide secondary patient support through volunteer schemes.” was queried and it was agreed that Greensands PPG is not to take on organising volunteering schemes as such or providing the service but rather to serve as a point of contact for patients and to direct them to the appropriate person/group that can help with any issues they might have.

The new Constitution was considered, reviewed, accepted and voted in by two members.

### **3 Consider, review and if appropriate accept the new Terms of Reference**

General comment: The new Terms of Reference document prepared by Sofie and Ken has been put together based on the National Association of Patient Participation (NAPP) website templates to help determine what activities can be undertaken by the PPG. It was agreed that from each point of Terms of Reference we are to choose a few points as priorities for the year ahead. The other points will be reviewed once the originally chosen ones are deemed achieved.

Item 2.1 It was agreed that we would prioritise the below points in the following order:

1. Building two-way relationships between Practice and patients.
2. Promoting awareness of and access to local health services.
3. Providing feedback to the patients on how their/the PPG's suggestions have been taken on board (“You said...we did”).

Item 2.2 It was agreed that we would prioritise the below points in the following order:

1. Promoting/extending the existing car/transport schemes for medical appointments.

## 2. Organising a hospital visiting scheme/support network for housebound patients.

### Clarification on Item 2.2

Greensands PPG's role is not to be directly involved in providing transport/hospital or housebound patients' visiting service but to serve as a point of contact between the surgeries and patients. However, hospital visits could possibly be arranged in the future i.e. the surgery doctors could communicate the message to patients (if such service is required) and then the PPG could find the right service available without patient confidentiality being broken by the doctors.

Nicola Gauge confirmed that the Practice currently does not offer any patient transport scheme itself (several schemes are in place in the community however), but that there is one available through the NHS/Local Clinical Commissioning Group scheme where a patient needs to contact the helpline in order to have their eligibility assessed over the phone based on individual circumstances.

Gerry Brunt mentioned that she is a Social Awareness Minister who can point people towards getting temporary help when needed i.e. food banks etc.

Gerry Brunt and Sofie Hooper would evaluate how a hospital visiting scheme could possibly be put into place for the future. They will report back on the feasibility for the PPG to provide some support for such schemes in 6 months' time.

Item 2.3 It was agreed that we would prioritise the below points in the following order:

1. Being kept informed of the Practice policies relating to the Ivel Valley area (known as 'locality') of nine GP practices in the Bedfordshire Clinical Commissioning Group (CCG) to which it belongs. It may express opinions on these policies on behalf of patients.

2. Coordinating with other PPGs and user-led groups in the area (e.g. Local Healthwatch) to improve wider healthcare delivery.

3. Providing practical support when and where needed to ensure that the Practice makes the most effective use of their resources.

Item 2.4 It was agreed that we would prioritise the below points in the following order:

1. Producing a directory of self-care support groups.

2. Organising presentations on important and topical health needs.

Item 3.0 It was agreed that "the PPG is not a forum for complaints" but it is important that patients know that they can approach a member of the PPG to talk through their particular issue to see if it could be passed on to the correct person (i.e. complaints to Nicola G.) and resolved promptly.

Any other business:

The new PPG Constitution and the Terms of Reference will be added to the Greensands Medical Practice website for anyone interested to view.

The new Terms of Reference were considered, reviewed, accepted and voted in by two members.

#### **4 Election of Officers**

It was confirmed that the three existing Officers John, Steve and Jean all decided to step down. The newly elected Officers of the Group have been voted as following:

Chairperson .....Ken White  
Vice Chairperson.....Sofie Hooper  
Secretary.....Kasia Hopkins

Each nomination was accepted and voted in by two members.

There being no other business the meeting closed at 8.00 pm.