

## **Patient Participation Group (PPG)** **Minutes of 22/05/18 meeting**

**A copy of these minutes is available in the 'Patient Group' section on the surgery's website: [www.plasmeddygsurgery.com](http://www.plasmeddygsurgery.com)**

**Attending:** Saby Ghosh (Chair), Jenny Phillips, Mavis Wilson, Sandra Gilliard, Mark Burgess (Practice Manager), Halima Patel, Ray Ellen.

**Minutes of last meeting:** Approved subject to some small changes.

**Virtual members update:** The lady who had apparently requested online training said this was an error. Other training requests have been actioned as required, bar one person who is profoundly deaf and will need sign language assistance – MB is liaising with her. An anonymous note was left in the box requesting Dr Ralf's voice be removed from the answerphone message. However, the majority feedback agreed the message is what is required when patients are trying to listen and absorb the information. One patient commented regarding the Mystery Shopper saying she felt she had no feedback from the scheme. She has asked her neighbours and one has signed up but would like confirmation that her registration has been successful. This will be checked.

### **Chair's update on various meetings / news**

- Governing Body meeting held in public 03/05/18. The Chair raised issue of patients seen who have ongoing conditions (non-medical) - to be seen by a GP is not the best use of GP time. Suggested that Health Champion sees these patients – this is going to be trialled. A Compassionate Neighbours programme is being set-up – the Chair and the Practice Manager are meeting the coordinator on 04/06/18 to discuss the programme. Information gained during a programme visit will not be recorded. More of a befriending service. Patients' feedback to Bexley Voluntary Services. It was suggested that there could be a coordinator who could take feedback. DBS checks are a concern for this type of scheme.
- Patient Council Meeting 22/05/18. Pulmonary Rehabilitation Pathway services revealed and feedback has been requested to Annie Gardner. Primary Care Strategy Refresh was discussed with any feedback again going to Annie Gardner. Developing Self-Care

Awareness, i.e. people take more responsibility for taking more care of themselves. Another work in progress...

- More public attendees at Governing Body and Primary Care Commissioning Committee meetings has been requested.

**General Data Protection Regulation (GDPR):** The new regulation comes into force 25/05/18. The Practice Manager supplied leaflets summarising how GDPR affects the surgery and went through the key points e.g. patients can request copies of their medical notes free of charge; breaches of data have to be notified to the ICO (Information Commissioner's Office) within 72 hours. Part of a patient's medical record can be seen within Patient Services online services. The practice's clinical system (Vision) does not enable the patient to see the full record unlike the EMIS system in some other surgeries which has more flexibility to allow patients to see more information. The Vision system has been adapted so, if patients request it, they can see the coded parts of their record. It is therefore quite limited so patients requiring their full record will still need to request these. Patients also have to have been registered with the surgery for at least 3 months to be able to access the system. It was asked how GDPR affects the Chair and the Virtual Members Coordinator as they keep details of PPG actual and virtual members? The Practice Manager will send members an opt-in to confirm members are happy for their names to be publicised on the website, in the minutes, on the Surgery noticeboard etc. A paragraph is also required on any and all email correspondence to people regarding PPG activity to give the opportunity to opt out of contact if required.

**Patient Social Event, Friday 13th July:** The Chair confirmed he will be supplying tea, coffee and biscuits; Volunteers will help to set up tables which will start 6pm; Of 25 virtual members, 5 had replied and 2 have confirmed attendance; The Chair has asked different groups to attend e.g. Bexley Voluntary Services - these groups will be on tables so questions can be answered if people are interested; Agreed to prepare for 50 visitors, have leaflets on chairs, the Chair to do brief introduction around 7.15pm to outline the purpose of the PPG; Parking in road is fine after 6.30pm; Register optional for anyone who wants to become a virtual member. A comments book was suggested – agreed to use a box as this can enable more private feedback; Free-standing banners to be used; Microphone available if needed; Agreed a “mingling” rather than formal approach is best; PPG info leaflet to be produced - what the PPG is, who is on the PPG and that it is independent to the Surgery.

**Practice Manager's update as a Governing Body voting member:**  
Early days – 1 meeting so far – but the other members seem very

knowledgeable. Approximately 1 day per week to be spent on Governing Body and various committees. He will be able to feed back more information in future as he progresses into the role. The Committee congratulated him on being voted into this post with a large majority of 81%.

**Practice News:** Leftover prizes were raffled raising £4. Fridge Data Logger purchased – CQC (Care Quality Commission) were keen on this. 5 Peak Flow Meters and Blood Pressure Cuff bought since the last meeting. £111.97 left to spend. GP Trainees are still being trained. No other key practice news and no staff changes.

**Any other business including future speakers:** No speakers required at the next meeting as there will be feedback and discussion from the PPG Event on 13<sup>th</sup> July. Committee members had been emailed about the positive experience a committee member's husband had had with the Bexley Rapid Response Team, an Oxleas service.

**Date of next meeting:** Tuesday 17th July 2018, 7pm at the Surgery.