

## Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 12<sup>th</sup> September 2022 at 5.00pm

### Minutes

Welcome and Introduction	<p>This meeting was for PPG members only.</p> <p>Present: Caroline Armstrong (CA), Angi Pendreich (AP), Gill Bond (GB), Barbara Moscrop (BM), Paul Hope (PH), Gail Locock (GL),</p> <p>Apologies: Sarah Saxby, Michael Lyons, Louise Thorgrimsson</p> <p>CA (acting chairperson) welcomed those present and informed the group that Frances Lake has withdrawn from membership of the PPG. PH and GL, the two newest members of the group introduced themselves.</p>
Matters Arising from 16.5.2022	<p>CA has had no further information from the practice re the PCN hubs. Neither CA nor AP has had an update from the practice regarding Laura's role as 'Carers' Champion'</p>
PPG Ground Rules	<p>Prior to the meeting, the practice emailed amended PPG 'ground rules' to PPG members. As these had not been discussed with the PPG, this opportunity was taken to compare the new document with the previous ground rules and if required, make amendments. Each bullet point was discussed. Most of the text was agreed by the PPG members present. Some text was amended and some seemed more applicable to Terms of Reference for the PPG. Minute/notes: as PPG members are representatives of all Oaklands patients and bring those patients' concerns for discussion, the minutes should be a thorough record of issues discussed and then posted on the PPG page of Oaklands website. <u>Action</u>: CA to email the practice with the PPG updates. New Ground Rules document to be discussed at October joint PPG/Practice meeting.</p>
PPG page on Oaklands Website	<p>Prior to the meeting those present had looked at the Oaklands PPG website page and also various online documents from the Patients' Association and Healthwatch regarding PPGs –e.g. organisation, terms of reference, handbooks, representation, recruitment.</p> <p>Oaklands website PPG page: general information out of date, last minutes posted were from 2021. <u>Action</u>: CA to highlight</p>

	<p>issues to the practice. Also ask if PPG can have access to editing rights for this page of the website.</p> <p>The current PPG Terms of Reference (ToR) were discussed alongside the Ground Rules. The group decided the ToR also need updating. <u>Action</u>: GL will review the ToR and bring them to the next meeting for discussion.</p> <p>Recruitment to PPG: PPG members present had been recruited in various ways e.g. asked personally by practice staff, from finding a folder in the waiting area, filling in an online form. The discussion included how to get representation from a wider cross section of the community, using all means – one to one, social media, website, leaflets and TV in the reception area. Information needs to be available in ways that are attractive and accessible to those who are unable to read 12 point font in single spacing – a Healthwatch Handbook was a good example of an alternative. Also the potential for a virtual group as well as those able to meet in person. It was noted that this has been a recurring topic at PPG meetings but as yet widening PPG recruitment has stalled. If PPG numbers increase, the PPG will be able to offer more support to patients and the practice.</p> <p><u>Action</u>: Add to October agenda to see if PCN IT expert can help with moving this on, possibly linking in with other PPGs in the PCN.</p>
Flu clinic volunteers	PPG members who have previously volunteered at the flu clinics shared their experiences. <u>Action</u> : CA to clarify with practice when volunteers are needed and circulate PPG members
New chair process	CA agreed to continue as chair until Christmas. <u>Action</u> : GL to have time to find her feet and for the rest of the PPG to reflect on the position of chair of the group.
Support groups	Time had run out to discuss this item. All did agree it was worth pursuing and to be held over to another meeting. <u>Action</u> : BM agreed to research possible Parkinson's support groups and will bring information back to the next meeting. Chair will also timetable at another PPG meeting
AOB	Another document was circulated by the practice 'What is a PPG?' This looks like an internet download with Oaklands heading added and isn't particularly eye-catching. <u>Action</u> : GL to review this alongside the terms of reference and a Healthwatch Handbook to see if it can be made more user friendly.
Date of next meeting	A joint meeting of both the PPG and practice on Monday 17 <sup>th</sup> October 5pm. GB will take notes at the meeting.