

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 21st November 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), Barbara Moscrop (BM), Paul Hope (PH), Gail Locock (GL), Carol Honey (CH)</p> <p>Apologies: Gill Bond, Sarah Saxby, Michael Lyons, Louise Thorgrimsson</p> <p>CA (chair) welcomed those present. New member CH introduced herself.</p>
Matters Arising from 17.10.2022	<p>PCN is now in offices opposite the surgery: Osbourne House, 3-5 Portland Road. Entry buzzer 13. The PCN PPG meeting of 24th Nov has been postponed to 1st Dec.</p> <p><i>Action: CA and BM are still available to attend and will feedback to next PPG meeting.</i></p> <p>CA has had no further information from Penny Snow regarding the PPG chair having access to the PPG webpage on the Oaklands website for uploading minutes etc.</p>
PPG Ground Rules	<p>Discussed and agreed after a minor change to first bullet point which now reads 'The meetings are not a forum for personal issues and complaints'.</p> <p><i>Action: CA to add to PPG webpage on Oaklands website.</i></p>
PPG Terms of Reference (TOR)	<p>GL presented the updated TOR. After discussion, some minor amendments were made. GB had sent some suggested amendments by emails which have been shared with GL.</p> <p><i>Action: GL to make agreed changes and send out amendments by email for agreement. The final TOR document can then be agreed at the January PPG meeting and publication on the Oaklands website.</i></p>
'What is a PPG' document	<p>After some discussion the PPG agreed this information would work well in a handbook format and also on the TV screen in the reception area. GB had sent some suggested amendments by emails which have also been shared with GL.</p> <p>Question regarding how up to date the PPG information on that information system is.</p>

	<p><i>Action: GL to make amendments and bring ideas for a handbook to the next PPG meeting.</i></p> <p><i>Practice to check accuracy of PPG page on TV screen and inform PPG at next meeting.</i></p>
Support groups	<p>BM presented information regarding support for Parkinson's and Multiple Sclerosis patients. BM had visited the MS Therapy Centre in Canterbury and some members were unaware of this facility. https://kentmstc.org.uk/</p> <p>The PPG agreed this type of signposting would be valuable for patients with these and other long term conditions. It was suggested that Laura Harrison, the carers' champion, could be involved in this project.</p> <p><i>Action: BM will continue research into Dementia and findings will then be shared with the Practice at the next meeting</i></p>
AOB	<p>Discussion regarding widening the demographic of the PPG and timing of the meetings. In Nov 21 the meeting time was changed to the evening instead of lunchtime in order to enable working people to attend. Mondays are surgery late nights so the practice premises are available. Possibility of holding a hybrid meeting i.e. in person and Teams online as happened during lockdowns. In order to expedite expressions of interest to join the PPG, perhaps the applications could also be sent to the PPG chair to help with the joining process.</p> <p><i>Action: To be discussed with practice at next meeting</i></p>
Date of next meeting	<p>A joint meeting of both the PPG and practice on Monday 23rd January 2023 at 4.45pm in person and on Teams.</p>