

**Winyates Health Centre**  
**Patient Participation Group Meeting Minutes**  
**14<sup>th</sup> July 2016**

**Present:**

**On behalf of Winyates Health Centre:**

Claire Gould, Practice Manager  
Richard Budd, IT Manager  
Dr Sally Hetherington, GP Partner

**Patient Participation Group attendees**

Susan Dean  
David Ogg  
David Spyer  
Andrew Bennett  
Greg Bright

**The future of the PPG**

We discussed that we would like to appoint a chair person for the PPG to arrange meetings throughout the year and feedback to the practice anything they feel needs addressing or any ideas. It was felt by the PPG that a small working group would be better than a single chair person.

The attendees gave consent for their email addresses to be shared between each other in order to arrange a small working group meeting and to arrange future meetings. The boardroom at the practice can be used if necessary.

It was decided that the current PPG will still meet in person and they can email out to a virtual PPG when necessary. Richard will set up an email distribution list in order to keep email addresses hidden.

The virtual PPG will consist of all the patients who expressed an interest in joining the group.

Ideas that were put forward for PPG involvement were:

- Help promoting the Friends and Family Test amongst our patients
- Help promoting specific campaigns within the practice i.e. flu, shingles
- General health promotion – if anyone attends or runs a group or has a special interest, we would be happy to display posters to promote these to our patients.
- PPG drop in session for patients to give ideas or get involved with the PPG

David Spyer runs a walking group and we agreed to produce some posters for him to advertise on the PPG noticeboard if his group are happy with this.

It was also suggested that we have a PPG stand during the flu clinics to promote the PPG and advertise any activities that may be running at that time.

**Actions:****Richard to email out to virtual PPG to explain our plan****Claire to email out once flu clinic dates are set to arrange a stand in the waiting area****Collate any special interests, i.e. walking group, and produce posters if required****Patient Recall Letters (Patient Chase)**

Patient Chase is the name used for our new patient recall system. This is where we call patients in for an annual review of all their conditions during their month of birth. It has now been running for a year and has proved to be successful.

We have made a few adjustments to the recall letter that is sent out to patients and we asked the attendees to review the letter and tweak where necessary.

It was suggested that:

- The wording of 'Chronic Disease' should be changed to annual medical and medication review.
- Change the word 'intervention needed' to something more patient friendly.
- Explain in the 2<sup>nd</sup> paragraph that the patient may be given a further appointment for review once they have attended

**Actions:****Richard will change the wording as suggested by the PPG and send out to the group for review. These will then be sent out to patients on the next recall.****Building**

Dr Sally Hetherington attended the meeting to explain that we had put in a bid for a pot of money available from NHS England to carry out some improvement work or to have a new building built. Unfortunately our bid was rejected without good reason and we do not feel it was given careful consideration so we are appealing the decision. We were only given 2 weeks' notice to put in the initial bid which we feel is not enough time to prepare.

We have asked the PPG for a letter to support our appeal. The group agreed to this. We will draft some ideas and send out to the group who will then produce the letter for us.

David Spyer, Greg Bright and Susan Dean are due to meet on Monday evening so it is hoped that we could have a letter signed on behalf of the PPG at that point. Claire will then send off the appeal letter next week.

**Actions:****Letter to be produced by PPG and sent off by Claire next week****Date of next meeting to be arranged prior to flu clinics.**