

Minutes of Meeting Thursday March 6th 2014 6-7pm

Present

Patsie Law Chair (PL)

Jude Charlton (JC)

Gill Entringham (GE)

1)Welcome and apologies

No apologies received.

2)Review of minutes and matters arising

GE again raised the issue of initialising names and organisations (previously raised 31/10/13) – she would prefer them in full. This had already been raised and previously she had agreed to continuing with initialisation. Again she agreed to continue with this way of minute formatting.

JC raised with Chair – minutes online? PL had had assurances from AG that all were available. On rechecking today 11/3/14: - 14/3/13 minutes are live.

There is a link for 19/9/13 but not 'live. Only other available is for 12/12/13.

This means that the one's lost from previous secretaries CD and all following meetings are still not available live online.

8/8/13

19/9/13 – it appears online but is not hyper-linked so unavailable.

31/10/13

23/1/14

Also the recent survey that was live (JC checked pre meeting) is also not available on 11/3/14?

Action – all PPG members to look at Survey results online, when available.

Action AG to print out copies of answers to detailed at end of survey for next meeting.

38) Do you have any other comments about your GP practice?

Vision Online Service (VOS) JC has registered. PL also accessing. Concerns expressed.

GE raised that phone lines were not answered promptly. JC detailed that 2014 survey had demonstrated that phone was preferred method of contacting surgery and that as this was a key gateway to the practice there should be a strong incentive to get this right by the reception staff.

3)Feedback on other meetings attended in the last month

a) Core Group (PL) –previous day 5/3/14

PL met with the above, they handed out Draft Terms of Reference and PL gave copies of these to GE and JC (had received previously on joining PPG). Michael had feedback on Town Hall pre CQC meeting. Joan Stewart (JS), Nigel, Ed also attended. JS had raised issue of 'conflict of interests' and need for transparency. They had also discussed the desirability of raising Core Group profile by regular slot in local newspapers.

b) Forum (PL,JC) 20/2/14

General discussion on this useful session. Literature distributed there available at meeting.

c) **Care Quality Commission (Oxford University Hospital Trust)**

JC attended 24/2/14 Town Hall Public meeting also visited JR on Wed 26th. CQC inspection for 2 days 22nd and 23rd Feb 2014. The lay out of the Town Hall with round tables and inspectors on each of these, was particularly conducive to exploring people's feedback and enabling them to express this productively.

GE detailed that her place of work has recently undergone CQC – positive experience, well qualified inspectors.

4) Information on leaflet and recruitment of new members PL

PL handed out 'draft' A4 sheet – 'leaflet'.

PPG felt 'disappointed' and that this should be a higher quality document on A5 and be professionally printed. To have an A4 poster for PPG board as well and the ability for larger copies for PPG week etc. **Action PL** to pursue with local printer on Marston Road. 2 sided document like 'Hearsay' one.

PL has circulated this 'draft' to Brookes – meeting Tom Smith – Vice President of Student Union.

A discussion ensued re a 'logo' for our PPG. GE detailed that the 'old' St B. logo was of a snowflake shape – to mirror the building. We shall research this. JC has looked at current website and the snowflake logo is not apparent. PL showed the circular people with joined hands logo.

PL has to contact Imam in writing.

The Forum had raised the idea of having details of PPG on practice registration forms as a way of recruiting new members. **Action PL and AG** to discuss and implement if possible.

PL also raised the desirability of a 'Welcome Pack' of information – on a single file – for new members and as a useful information point for PPG members old and new.

5) Discussion on guest speakers at PPG meetings.

Who and When?

This item to be held in abeyance.

6) AOB

PL distributed her **PPG Chairs Report** for 2013/14 – this document live online. Members to read pre next meeting and item for **Agenda** on this requested for next meeting. Thanks expressed to PL for providing this.

PL detailed she is now on 'Healthwatch' email list.

PPG Awareness Week highlighted – June 2nd – 7th. JC suggested we used this as an opportunity to highlight PPG's desire to share information with patients. Have new information file available for then? Build further links with practice. We could also use it as an opportunity to feedback on action taken as result of recent Patient Survey and our response (and practices) to individual comments made on that.

Diary dates including next meeting 17/4/2014 1-2pm

JC gave PL detailed information re 'Hearsay' event both will be attending 14/3/14 11-3 The King's Centre OX2 0ES. John Jackson (Director of Social and Community Services) will be speaking.

PL also attending Healthwatch meeting at Raglan House 20/3/14.

Regular Action Anton

- 1) Book room for next meeting 17/4/2014 1-2
- 2) Have copies of approved minutes and Agenda available for the start of every meeting. Also copies of any other documentation requested for meeting.
- 3) Ensure that most recent minutes are uploaded to website.
- 4) Ensure hard copies of minutes are available for GE to pick up from the desk. Also any other hard copy material she may have requested at meeting. ASAP.
- 5) Liaise with Chair re any Action taken since previous meeting.
- 6) Forward all relevant (CCG etc) items to all PPG members – so they can be read pre each meeting. By email unless hard copy requested – as per GE.

Regular Action Patsie

- 1) Once approved, these minutes are circulated to all PPG members and Anton.
- 2) **The Agenda is circulated and any additional items for this requested 2 weeks before next meeting. This will also serve as a way of reminding PPG members that meeting is imminent and to send apologies if unable to attend. Items highlighted in bold red AGENDA next meet in these minutes should be included on relevant Agenda**
- 3) Between meetings – if possible – meet with Anton at practice, if not, ensure that any relevant information is gathered from Anton pre next meeting. Anton will attend for lunch-time sessions (not evening unless requested) from 19/9/2013.