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**FALKLAND HOUSE SURGERY**

**PATIENT PARTICIPATION GROUP**

**Minutes of the PPG Steering Group**

**Monday 27th January 2025 between 6-8pm**

**at Falkland House Surgery**

## Present: Margaret Booth (MB); Rachel Cadman (RC); Meg Crook (MC); Pat Dale (PD); Mandy Dakin (MD2); Nigel Dakin (ND); Hilary Dawson (HD); Mike Dyson (MD1); Nigel Gater (NG); Enid Hirst (EH); Pearl Woodward (PW)

For the Practice; Zoey Hall (ZH)

1. **WELCOME (MB)**

**MB** welcomed all.

1. **APOLOGIES (MB)**

Jan Bergstrom (JB); Jean Gater (JG); Mark Wheen (MW).

1. **INPUT FROM THE PRACTICE (ZH)**

**Verbal abuse by patients when speaking to reception staff.**

Question: How big a problem and how often did this occur? ZH reported not an overly regular occurrence. The worst impact is through online comments in response to set questions asked by reception, eg ‘Are you too frail to go to elsewhere for a specific service’? Answers have included, ‘I am too frail - why not at the surgery’ (when records show they are not), with other responses such as ‘I pay my taxes so I expect this service to take place at the surgery!’ (These are examples and not direct quotes). Dependant on the answer received the patient has then put a derisory comment on Facebook.

Following discussion, it was decided that information on this for inclusion in a Patient Guide would help patients understand the services on offer at the surgery and the times they are available, and where to go as alternatives. It was also suggested the surgery could keep a record about blood test requests, over a week, to include age range of patients; how many were asked to go to other NHS sites; how many were offered in house and how many it was possible to deal with in house in the allotted time available within the phlebotomist’s hours of duty. **ZH for action.**

Another example was where patients ask for a home visit when it is not necessary – a home visit will take a doctor out of surgery for on average 45 mins, which could be used better by seeing more patients in house; again abuse can occur.

There is a policy on staff abuse, which was recommended be displayed in the waiting room and on the surgery website to act as a deterrent. **ZH** for action.

**New Surgery Website.**

This has now been updated. **MB:PW: ZH** to work on content for the PPG section.

**Promoting the NHS APP.**

The NHS is attempting to cut spending, and is therefore encouraging patients to download the NHS app to access information about themselves, eg medical history, ordering medication etc, to reduce the cost and use of text messages.

**ZH** will aim to put a video relating to this service on the Patient screen. MB suggested it would be useful for PPG Committee members to have a training session as a group. **ZH/MB**

**Possible CPR Training.**

This last occurred on 16/06/19 after the defib was acquired in February of that year. After producing A4 leaflets at a cost, members of the PPG Committee visited houses on surrounding streets to recruit for the event. The result was extremely disappointing. The event took place in the waiting room of the surgery at an additional cost of £180 for the trainer, with the only persons attending being 5 PPG Committee members plus three patients. The cost of a member of staff opening and closing the surgery and energy used was not taken into account.

Consensus: A future session **although** **desirable,** is **not** **feasible** at this time.

1. **APPROVAL OF MINUTES OF THE LAST MEETING AND MATTERS ARISING 28.11.24.**

Minutes were approved - **MC,** seconded – **ND**.

1. **TREASURERS REPORT (RC)**

A financial statement was circulated to active members prior to the meeting, showing the balance of funds as at 25/01/25.

The current PPG bank (Lloyds) now intends to charge a monthly fee. To qualify for free banking would mean changing banks. The suggestion was the Co-op bank, but they require confirmation of Charitable Status to qualify. As a PPG our **main** purpose is not to raise monies for charity. This to be pursued as we are affiliated to the National Association of Patient Participation (NAPP) which has charitable status. **RC/ZH** will enquire.

**RC** reported she had not been able to obtain a statement printout when requested from Lloyds Bank. Their records show her as only being “an interested party”. Action **RC/ZH**

1. **COMMUNICATION OFFICERS REPORT (PW)**

PW’s report was circulated to active members prior to the meeting.

Since the last meeting (28.11.24), the Winter Newsletter had been produced together with it being adapted for the surgery noticeboard and patient screen in the waiting room.

A5 acrylic stands have been purchased to display additional copies of the newsletter/publicise the Christmas quiz/display patient survey and results etc.

300 Christmas quizzes were printed as well as A4 Posters.

First draft of the second Patient Guide was produced and amended where needed prior to the next stage.

The A4 summary of the Surgery Evaluation has been adapted for display when needed.

Most material for the Spring Newsletter has been gathered.

1. **PROGRESS WITH THE MAIN PPG KEY ACTIVITIES FOR 2024 - 2025 YEAR**

**Christmas quiz 2024 (EH) – outcomes, distribution of funds and consideration of beneficiary organisations for 2025.**

EH thanked all her sub-team members for their efforts to ensure this year’s quiz was a success.

As at 27/01/25 funds raised were a massive £1,159.60, bettering last year’s results by approx. £50.

It was agreed that two charities, the Archer Project and the S2 Foodbank should each receive £400.

MB expressed her reluctant withdrawal from the S2 food bank organisation due to personal circumstances. It was unanimously approved that this charity be replaced by the Bents Green Dementia Café for 2025. **NG** to pursue. It was agreed that next year’s Xmas quiz would go ahead. EH agreed to co-ordinate this very important aspect of PPG work.It was suggested that notices to promote future quizzes should be produced for display in windows of the participating sellers. **EH/PW**

**PPG organisation and management – arrangements post – AGM 2025 (MB)**

Due to personal circumstances **MB** is only able to commit herself as Chair for another 12 months from the next AGM, with this also dependant on how things progress. If she has to stand down, she is intending to stay an active member of the PPG. **NG** will commit himself to the post of Deputy until MB stands down. He does not wish to be Chair, but will also remain an active member of the group.

The alternative to this arrangement, as discussed, could be to appoint a new Chair and Deputy or to form Sub-groups who, when necessary, report to a secretary on progress who would then arrange groups to come together as necessary. Further thought to these alternatives to be discussed at a future Committee meeting, to prevent a situation arising where current management resign and there is nothing to replace them.

ND mentioned that new younger members were needed, for the group to continue. For further discussion as a priority. **Whole group.**

**Evaluation project outcomes (MB)**

The Patient Survey has now been scrutinised by the Doctors and they are intending that this is for discussion at their next Management Meeting. One area for definite discussion is the 8.30 appointment situation.

A brief summary of the report will be produced for the waiting room/notice board/waiting room screen and website **MB/PW**

**Patient Guides (MB/PW/ZH) – next steps.**

Draft copies of Patient Guide 1 were presented for discussion. Committee Members were invited to make suggestions and a full discussion followed. It was decided that further detailed perusal of the Guide was needed; would be distributed to active members and MB to receive written replies by Friday 30th January. Once co-ordinated the Guides will be passed to surgery staff members and then the Doctors for their suggestions before the finished product will go to print. The printers have quoted 500 copies for £193.95 or 1,000 copies for £259.95, plus delivery £9.95. Timescale - approximately 1 week. **ND** will check that all addresses, opening times and contact details of all the sites mentioned in the Guide are currently correct and report to **MB**. Suggested the Guides could be given to all new patients when registering.

1. **BRIEF REPORTS ON OTHER ACTIVITIES.**

**Links with the Practice Team (MB/ZH)**

Possible social event for the PPG and staff of FHS: ZH reported that the staff would react positively to this. **NG** made a potential venue offer for the use of his garden. He suggested a team of volunteers are needed for organisation; to set a budget, agree catering arrangements and decide on the most favourable time of year. Further discussion preferably before the next meeting. **NG/JG/MB**

**Garden Project (JG)**

In the absence of JG from the meeting, NG reported that at the last activity some maintenance of beds and paths had been undertaken by NG, MC, HD and PW. Another session of clearing will be organised soon, with thought given to further planting for the new season. **JG/PW**

**S2 Foodbank (MB)**

MB has had to relinquish her voluntary work with the S2 Foodbank. As such the food contribution basket will be removed from the surgery waiting room.

**PVPCN DEVELOPMENTS 30/01/25 PATIENT VOICE EVENT (MB)**

MB is making a presentation at this event. HD and EH to attend. It was hoped that another contribution in the form of a Q&A session would be headed up by two Care Navigators from FHS, but as an alternative **HD and EH** believe they could participate/contribute.

Elaine Atkins, who manages funding and support services for the PVCPN, only works three days a week and this is thought to be the reason for the lack of developments so far.

There are now three active PPGs/Patient Forums in the PVPCN area: FHS, The Hollies and Greystones Medical Centre. The Chairs of these are aiming to develop further links with the other three surgeries.

**NATIONAL PPG UPDATE (JB)**

In the absence of JB this item was put back to a future meeting.

1. **AOB (MB)**

After discussion it was agreed that a contribution of a food ‘goodies’ hamper be arranged and financed through PPG funds for the surgery staff every four months. **HD**

1. **MEETING ARRANGEMENTS FOR 2025 (MB)**

Tuesday 8th April; Wednesday 11th June (Including AGM); Thursday 18th September;

Monday 17th November.

All to take place 6pm – 8pm at Falkland House Surgery.

***Nigel Gater 2/02/2025***