

King's Family Practice Patient Participation Group (PPG)

Date & Time of Meeting: 13th January 2015

Location of Meeting: Magpie Hall Road, Chatham

	Name	Position
Present	Mr Lakhwinder Anota (LA)	Practice Manager
	Mr Paul Stephens(PS)	Patient
	Mrs Susan Stephens(SS)	Patient
	Mrs Jean Morrissey (JM)	Patient
	Mr Michael Morrissey (MM)	Patient
	Mr Fredrick John Smith (FS)	Patient
	Mrs Jennifer Dewis (JD)	Patient

	Name	Position
Absent	Mr. Elgar Curling (EC)	Patient

Meeting held at Magpie Hall Road Surgery offices at started at 5:30 (17:30) approx
Last meeting was on 21st October 2014 but no minutes had been produced

Disappointment was expressed with regard to the number of patient attendees that have dwindled from 10-12 at the beginning of 2013 to 4-5. 2 patients had expressed an interest in joining – this was agreed and LA will progress and invite them to the next meeting.

A reflective look back at 2014 reached an agreed view that the PPG did not achieve any real positive outcomes compared with previous years. This was due to a number of factors, low attendance, infrequent meetings, change of practice staff and the Cleave Road issue. *Strategy needs to be defined that could widen and increase patient involvement with PPG.*

It was agreed that the group will attempt to raise the PPG profile with a focused agenda and record of each meeting being made with an accompanying action/activity record of agreed actions, named person and timeframe. Each patient member and practice representative will be given an equal opportunity to give an account of their actions, comments and concerns since the last meeting.

Due to the finite time and frequency allocated for the PPG meetings, this will have to be carefully managed to enable a fair distribution of member participation. To facilitate that process it was suggested that future meetings would be recorded and that the practice admin staff could produce the minutes of each meeting in good time before the next one. SS suggested that EC could do the minutes if required to do so; (hopefully a draft copy of them could be provided to the membership within 5 days of the next meeting).

PS volunteered to be chair of this group as an interim, this was agreed and that when the group is more established with wider membership an election to that post will be carried out by means of volunteers and/or domination followed by a show of hands as the vote with a majority vote achieving the post for a period of time (1 or 2 years to discussed and agreed upon) or resignation when the election process would take place again. To add focus to the meeting and progress it was agreed that a fixed agenda was needed with mandatory standard time limited items (draft is appendix 1 to these minutes). Other agenda items will be added as their activity becomes apparent such as Cleave Road and items that will require all members' participation, such as surveys, etc. However, time is a real constraint so items should only be added with majority agreement.

It was recognised what good work is done by JM and MM in representing the patients in the Pembroke Court apartments in Chatham.

LA advised the group of the current situation with Cleave Road – waiting on NHS England for guidance no further action can be taken until this is given.

LA gave an update on the practice staffing, change of doctors available for appointments and difficulty in recruitment. There is currently a structure review of staffing and practice service provision – more may be known at the next PPG meeting.

LA advised group that the nurse consultation process adopted to alleviate doctors appointment list has been abandoned due to nurses leaving due to suffering continued verbal abuse from patients.

Action: LA will produce a draft Newsletter in the 2nd Week of February.

There was a debate of how to communicate with patients – post is cost profited, notice boards have limited scope. It was suggested that maybe the parish council magazine could include the newsletter because that is delivered to all households in the parish. Further debate is needed on this subject because nothing was concluded.

Next meeting will be on 25th February starting at 1 o'clock [13:00] (prompt) at Magpie Hall Road and will last for a maximum of 1 hour.

Meeting closed at 18:30ish