

Selsey Medical Practice PPG Meeting

Tuesday 12th December @ 3.30pm in Library of SMC

MINUTES

1) Apologies

Nicola Collins (SMP), Vicky Cockram, Lillian Livingstone, Rosemary Sparrow.

Attendees – Bob Arnold (chair), Gwyn Cope, Sarah Rose (SMP), Allison Turner (SMP), Barbara Shepherd, David Boyt

2) Minutes of last meeting

- a. N/A last minutes not available
- b. Terms of reference – Updated and amended (this will be emailed to all members)

3) Update of Agreed Actions

- a. N/A Minutes of last meeting not available

4) Practice Updates

The waiting rooms have all been freshly painted. New call screens have been mounted on the walls and new touch screens for patients checking in have been installed.

We will be displaying our own adverts on the call screens shortly to promote the PPG and Friends of Selsey Medical Practice. Seasonal events, promotions etc.

New uniforms for all admin and reception staff have been ordered and should be here by the end of January.

5) Waiting area

We discussed ideas on how to brighten up the reception, ideas as follows .

- a. with pictures arranged from the local schools
- b. Approaching local photographers, Selsey Camera Club
- c. Selsey Arts
- d. Ruth Mariner for local history
- e. Photos of all staff members – agreed the middle desk should arrange their own photos

6) LCN/CCG Patient Group Feedback

Rosemary and Gwyn attended a meeting for PPG members in Tangmere Medical Centre. Unfortunately this was not very well organised and they felt this was not productive. Far too much jargon/abbreviation which made it difficult to keep track and understand. Also they

thought it would have been helpful if everyone had name badges and which surgery they represented.

It was agreed to ask Rosemary if she still had the info regarding the meeting and possibly contacting them to give feedback. Or finding a way to contact the organiser of the event.

There is another meeting in January, we are hopeful this is more productive.

7) **Review of other actions**

- a) DNA. Evaluating the reasons for DNA's i.e. Transport/dementia
- b) Sarah will provide a list of DNA numbers for the past year so we can look at the difference the DNA line has made to the numbers.

No other actions to review

1) **Future events**

We discussed a possible joint Urology meeting/talk for patients. We discussed which venue would be better, The Selsey Centre, The Town Hall and Football Club. We thought it would be worth approaching Selsey Town Council to sponsor the event and possibly the Town Hall would be free of charge? Or possibly getting a rep to sponsor the event?

We also thought It was worth printing a list of medical Awareness months and will bring to the next meeting for future event ideas.

2) **Time and dates for Christmas opening**

This was agreed they should be displayed in the surgery for patients. This has been done with all information also sent to the chemists. We have also displayed the opening times of the local Chemists. As neither Chemists are open on Christmas day we have also displayed information of chemists in the area, Witterings/Chichester who are open Christmas day and Boxing day.

3) **Date of next meeting**

Tuesday 13th March 3.30pm

- 4) It was also agreed Barbara will do the minutes of the meetings going forward.

Action Log

| <u>Subject</u> | <u>Action</u> | <u>Assigned</u> | <u>Due</u> | <u>Status</u> |
|-----------------------|---|-------------------------|-------------------|----------------------|
| Terms of Reference | To circulate the agreed updated version of the PPG Terms of Reference to PPG members | Bob | 31/01/18 | |
| LCN/PPG Meeting | Rosemary to see if she has info on who organised meeting . Contact and pass on comments, thoughts of the meeting. | Rosemary/ Gwyn | 13.3.18 | |
| Waiting area | Contact Schools, Arts and photography Clubs | Nicola Collins / PPG | 13.3.18 | |
| DNA | Gather information re reasons for DNA's and produce a list of numbers for the past year. | Sarah Rose | 13.3.18 | |

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| Future events | <p>Contact Selsey Council about using their facilities.</p> <p>Contacting professionals who would come and do the talking at an event. Contacting reps who may sponsor an event.</p> <p>Producing a list of medical awareness months</p> | <p>PPG</p> <p>Allison Turner</p> <p>Sarah Rose</p> | 13.3.18 | |
| Christmas time | Publicise details of surgery and chemist opening hours/rotas over the holiday period | Sarah Rose | Completed | |