

# NOTES OF THE INFORMAL MEETING OF THE FARLEY ROAD PATIENTS' GROUP HELD ON 25<sup>TH</sup> APRIL 2016 AT THE SURGERY

**Present:** Noel Urwin, Sue Gifford, Linda Myles, Linda Oram, Biman Ghosh, Choi Har, Anne Milstead visitor and speaker, Tracy .

**Apologies:** Anne Curtis, Kate Dawson and Karen Thorne

Noel reported that Anne Curtis would be returning to the group but was unable to attend daytime meetings. He introduced Anne Milstead, PPG Co-ordinator and Convenor of Croydon PPG Network

Anne addressed the meeting on the following points: Anne was Secretary of the PPG at Parchmore Medical Practice in 2013 six months after the CCG was launched. Edith Todd of NAPP came to speak and a Patient Reference Group was set up. This failed. Clusters were set up in the Croydon area with 2 representatives from each cluster. Commissioners came and ticked the boxes and this was another disaster. Anne attends NAPP conferences and felt that PPGs were run by GPs so she set up the PPG Network. She gave three examples of very good PPG networks – Lambeth, Sutton and Southwark who were invited to sit on CCG as speakers. Lambeth became a Charity. That was the very brief outline of how the PPG Network was established.

Then Anne moved to the business of our PPG which was the main aim of her visit. She suggested; **Re-naming our group as Patients' Support Working Group** as she stressed that ALL patients of the practice are in fact members of the Patients Group; Meetings **must be open to all** patients to attend if they wish. **No restriction on numbers** who attend; **Challenge CCGs** on their performance, she sees as them as too dominant particularly on the Anti-Coagulant policy; **Patient Champions** were to be trailed in 8 practices – presumably more information later; Members of the “Working Group” should in **consider talking to patients** the waiting room [we will discuss this later] and we should enquire from them as to what is working and what isn't; We should all look at the **Health and Well Being Board** website; Anne suggested a **welcome pack for all new patients** – Tracy informed us later that this already happens; **keep Constitution simple**; but the main issues which Anne stressed was **communication with patients** – this will be considered at a further meeting. Anne will return to report about the NAPP ~Annual Conference in June.

We then moved on to the business of the meeting. Noel reported on 3 resignations and felt that we should keep in touch. It was agreed that a letter should be sent thanking members for their input.

AGM was discussed but after much discussion it was decided to scrap the idea of an AGM and simply have an Open Meeting in July to which all patients would be welcome to attend. Arrangements to be made asap – venue, time, date, how it should be organized. Only 75% of patients attend during the year so we need to find a way to engage/inform these people.

A Focus Group was thought to be a good idea in due course, when it was hoped we had made more progress in engaging with some patients who would be willing to join this.

Linda Myles felt that it was a good idea to talk to patients and remarked that she had felt energized by Anne's talk and our discussions which followed. Tracy said that she would provide badges for us to wear to give us some sort of recognition.

Linda Oram raised an important point; what exactly are we going to do, what is our aim, what can we offer new members? Sue agreed and referred back to the questionnaire which had been circulated. It was agreed that we devote the meeting on 23<sup>rd</sup> May entirely to the questionnaire and our plans for the next 12 months. This included nominating a new Chairman [definitely as Noel does not want to continue] and Secretary but Sue is happy to remain for the time being unless anyone is happy to take this on. It was agreed that we just nominate [agree] amongst ourselves on these posts for the time being.

Tracy stressed that she is always willing to talk to patients about any problems and to hear about what is missing within the whole practice [if anything]. Karen HCA is introducing a new notice board which will display information about special topics or significant designated "weeks".

It was generally felt that we had had a fully and frank discussion and that we had moved forward positively towards the future but there was much work and debate needed to finalise plans.

Biman and Noel agreed to finalise the constitution and this was to be agreed at the meeting on 12<sup>th</sup> May 2016.

The formal meeting will take place on **12<sup>th</sup> May 2016** at the surgery at 6.30p.m. And the informal meeting where we will discuss the future plans and questionnaire will be on **23<sup>rd</sup> May 2016** at 9.30a.m.

It is hoped that as many members as possible will attend these meetings as they are important milestones in the organization of the PPG. If you cannot make either of these meetings can you please let us have your views, particularly on the questionnaire. Many thanks.