

EAST LINDSEY LOCALITY PPG CHAIRS MEETING

The Thoresby Suite, Louth County Hospital, Louth, LN11 0EU
29th January 2019 13:00 – 15:30

MINUTES

Present:		
Christine Horsley	Caistor Health Centre PPG Representative	CH
David Edwards	East Lindsey Medical Group PPG Representative	DE
Richard Redfern	East Lindsey Medical Group PPG Representative	RR
Mike Willis	East Lindsey Medical Group PPG Representative	MW
Neil Cray	Market Rasen Surgery PPG Representative	NC
Angela Jesney	Practice Manager, East Lindsey Medical Group	AJ
Jean Hill	Tasburgh Lodge PPG Representative	JH
Andrew Neal	Horncastle Medical Group PPG Representative	AN

In Attendance:		
Emily Topham	Project Support Officer, LECCG	ET
Linda North	Team Secretary Skegness & Coast LECCG	LN
Nikki Pepper	Engagement Manager, LECCG	NP
Claire Stubbs	Lead Nurse Quality and Safety, LECCG	CS
Matthew Fisher	Neighbourhood Lead, LECCG	MF

	Standing Items	Action
01/19	<p>Use of Digital Recorder Use of the digital recorder was noted and agreed.</p>	To note
02/19	<p>Welcome & Apologies CS welcomed all and thanked everyone for their attendance. Introductions were made between those present. CS noted that Dorothy Dobson had sent her apologies due to a home emergency. CS commented that if the group were to hold another meeting then DD would be keen to attend and discuss how the Skegness and Coast PPG group works.</p>	To note
03/19	<p>Minutes of Previous Meeting There were no minutes of the previous meeting. This was the first East Lindsey PPG Chairs meeting.</p>	To note
Patient Council		
04/19	<p>CS/NP started a discussion regarding practice attendance to the quarterly patient council meeting. CS commented that the patient voice and feedback/themes from the PPG Chairs meetings would be fed in to the Patient Council and taken to the Quality and Patient Experience Committee and to Governing Body and feedback would come back from the Patient Council.</p> <p>NP commented that the CCG wanted to improve engagement and were concerned that some members present were not aware of the Patient Council meeting.</p>	<p>To note</p> <p>To note</p>

	<p>It was agreed that further information would be sent to all those on the distribution list, regarding dates and times. NP has shared a copy of the template to the Patient Council and agreed to re-circulate the template for any queries/concerns that are to be brought to Patient Council to gather the patient voice from the PPG Chairs/representatives.</p> <p>The next Patient Council meeting is on 27th February 2019 at The Dower House in Woodhall Spa.</p> <p>NP to share the previous minutes of the patient council meeting with the PPG chairs distribution list.</p> <p>NP shared the Terms of Reference (ToR) for the Patient Council prior to the meeting. Those present were happy with them.</p>	<p>NP</p> <p>To note</p> <p>NP</p> <p>To note</p>
East Lindsey PPG Group		
05/19	<p>There are 12 practices within the East Lindsey locality.</p> <p>There was a discussion around what could be done to improve engagement within East Lindsey. NP commented that the CCG were already using listening clinics, reader's panels, viewpoint panel, patient council and social media to promote services. It was also felt that local parish newsletters would be a good way to engage patients as they reached all households.</p> <p>MF introduced himself to the group and gave a brief introduction into neighbourhood working within East Lindsey. There was a discussion amongst those present around the terminology of neighbourhood and previous schemes that had been tried in the area.</p> <p>MF commented that in East Lindsey they were trying to move towards a health and social care integration approach to keep patients in their own homes, and to improve organisational efficiencies.</p>	<p>To note</p> <p>To note</p>
Promoting PPG's		
06/19	<p>Patient surveys – these are carried out yearly by the practice's PPG and the results must be displayed on the practice website. They cover 3 topics of the PPG's choosing and questions are made to ask the practice population.</p> <p>Engagement – most present commented that they were finding it difficult to get members of the PPG from all demographics. MF suggested for the PPG to try going to other groups such as mother and toddler to try recruit different members.</p> <p>Practice Newsletter – AJ suggested for the PPGs to contribute ideas to the practice newsletters or website to promote services / information.</p> <p>Online Services – AN commented that he had been helping patients sign-up for online access in the practice. AJ commented that there were printable helpsheets on SystemOne for patients. JH was unaware and asked ET for a copy.</p> <p>ET to contact Sara Summers at Tasburgh Lodge Surgery to aid JH with the SystemOne help sheets for online registering.</p>	<p>To note</p> <p>To note</p> <p>To note</p> <p>To note</p> <p>ET</p>

	<p>T.E.D – Talk, Eat, Drink, a really positive group if any of the PPGs would like to make contact and organise a coffee morning. MF has contact details if required.</p> <p>Older Adults – there was a discussion around the older adults services in practices. It was noted that each practice run this differently but CS was working with the practices to create a standardised approach.</p> <p>CS/NP advised that minutes from PPG meetings could be published on the practices website, although suggested that permissions were gained from all present.</p>	<p>To note</p> <p>To note</p>
Any Other Business		
07/19	<p>It was agreed that another meeting would be organised for 3 months' time to discuss further the need of a sub-group and whether the PPG chairs would like to use it as an opportunity to discuss and share ideas about helping the practice.</p> <p>LN/RM to organise a future meeting.</p> <p>ET to add PPG chairs and Patient Council information and next meeting dates to the next East Lindsey Practice Managers meeting to encourage attendance.</p> <p>NP commented that emails from the CCG often go into 'junk' email folders and encouraged those present to review their email accounts.</p>	<p>To note</p> <p>LN/RM</p> <p>ET / LN</p> <p>To note</p>
Date and time of next meeting		
08/19	21 st May 2019, 1pm, The Thoresby Suite, Louth County Hospital	To note