

# Minutes of PPG Meeting 15<sup>th</sup> March 2019

**Present:** Sue Stanbridge (Chair), Mary Chamberlain, Joanne Adam, Elizabeth Malik and Fiona Pring

**1. Apologies:** Pippa Doran, Maggie Hagger, Ruth Ellis, Stephen Parris

**2. Minutes of the Last Meeting:**

The minutes of the last PPG meeting 23<sup>rd</sup> November 2018 were approved.

**4. Treasurer's Report:** The current balance is £2431.54

**5. Surgery News:**

Dr Gillam is about to start her maternity leave and a locum is being sought. Dr Okoye is a qualified GP trainer and Kingswood are awaiting the arrival of a Registrar, but no date has yet been fixed for this.

The new Trainee HCA has settled in well.

The new Improved Access system organised within the Tunbridge Wells Cluster is working well. The booking system...Vision 360, is proving unreliable at times when the system "crashes". There are some difficulties in obtaining GP cover for Saturdays. Patients have accepted the new system.

Patient feedback from "Friends & Family" are mainly good. One complaint has been received stating that there are too many posters displayed. In response, the Surgery are now in the process of putting as many of the posters on to the plasma screens to reduce the numbers being displayed on walls, notice boards etc.

**6. Mental Health Leaflets:**

SAS suggested the front page be displayed on the screens in the waiting rooms, directing patients to the leaflet in the racks. Investigations ongoing whether the leaflets should be offered to schools.

**7. Purchases for Surgery:**

A Doppler machine has not yet been confirmed as a possible purchase. Dr Ferguson has requested PPG funds might be used for the purchase of some self-help books, which patients could borrow. MC has list of requested books and will investigate costs.

**8. Newsletter:**

SAS appealed for topics for the next Newsletter.

**9. PPG Chairs' Meeting:**

SAS and MC attended latest meeting. Dr Jane Roome spoke about Park Runs to encourage participation and the excellent effect of moderate exercise on an aging population.

An update was given on the forthcoming changes to the CCG and STP Social Prescribing Project being piloted in five surgeries. This scheme aims to help with wellbeing, coping with lifestyle changes such as job losses, bereavement, retirement and social isolation.

It was suggested that PPG Chairs should meet up between meetings with other Chairs within their Cluster.

It has been found to be helpful to encourage a young person, still at school, who wishes to study in the medical profession, to join the PPG to put forward the views of the young.

One participant at the meeting questioned the value of the PPGs. Dr Bowes immediately replied praising the contribution that PPGs were able to offer, and the valuable input that came from the public, when surveys were completed, and by the response of people attending the meetings and discussions that followed. The CCG are grateful for the opportunity to hear the voice of the patients through the PPG.

10. **Any Other Business:** No further business was discussed.

11. **The next meeting is Friday 10th May 2019**

The meeting closed at 15.45