

## Minutes of Westgate Practice PPG meeting

Friday 14<sup>th</sup> December 2018

### Present:

Professor Helen Stokes-Lampard - Westgate Practice

Laura Griffiths -Westgate Practice

Pamela Playe Mitchell

Shirley Trelfell

Margaret Stafford

Pam Handscombe

Shaun Bowden - PPG Chairman

1. The merger of the two practices has taken longer than expected and there have been numerous issues to resolve. Laura is now back from maternity leave and will take responsibility for patient liaison.

Practice now keen to develop PPG activities again using both the Virtual PPG (VPPG ) and the Body PPG (BPPG). Today's meeting was to discuss the way forward.

2. By February 2019 the practise expects to have a full complement of GPs and Advanced Nurse Practitioners.
3. BPPG would like to see a newsletter issued quarterly for distribution by e mail and available to patients at the main desk. BPPG agreed to submit some ideas for content. However main theme would be a practice update. Practice agreed to consider this for possible issue early in 2019.
4. VPPG has close to one thousand members. Practice would like to encourage comments and ideas for new clinics and services etc from patients via this route. May not be possible to answer all queries individually but a standard reply would be sent confirming that all comments and ideas will be considered. Newsletters and other information could be e mailed out to these members.
5. For practical purposes the new Westgate BPPG will be limited to approximately ten people, meeting formally with the practice four times per annum with practice manager and a doctor present? Proposed dates to be given by the practise in due course. The BPPG will meet more frequently as necessary.
6. The BPPG will endeavour to feedback ideas and comments to the practice and make suggestions about other issues. The PPG does not deal with complaints which are dealt with directly with the practice.

7. The PPG now has use of a noticeboard in the main entrance to the RHS of the reception desk. This will be used primarily for signposting and patient information. Need to agree details of how this will be operated.

8. Discussed opportunities for the PPG to assist the practice. One key area is fundraising.

Agreed that the practice will provide a list of equipment that would be beneficial. Key objective of new equipment is to enable patients to be investigated and treated more quickly and without the need to be sent elsewhere. Agreed that we would consider setting up a subcommittee to promote fundraising activities. Request for members with appropriate experience would be included in the newsletter.

9. Also discussed setting up a Public Relations/ Advertising Group. Especially interested in finding patients with the ability to be social media 'champions'. Practice agreed to consider this and report back.

10. Also discussed the concept of setting up health and wellbeing groups within the practice. Again, ideas would be requested from patients and these would be discussed further and prioritised in 2019.

11. Practice is committed to training and increasing its range of services. This to be updated as part of the newsletter.

12. (Subsequent BPPG discussion). For practical purposes the BPPG will be limited to ten people. Vacancies will be publicised with requirements for specific skills and experience. This will be reviewed in 2019. A Q&A document relating to the PPG and its proposed activities will be circulated with the newsletter.

13. PPM will continue to attend local District Patient Groups and Commissioning Patient Council meetings and report back

Shaun Bowden  
Chairman