

## **PPG Minutes 6/1/16**

No specific agenda- open agenda for tonight's meeting , general discussion and focus for 2016.

Attendees- quorum of 9.

### **Surgery news**

Practice Manager updated on the lift progress.

We received NHS funding last year for a lift project anticipated to cost £100000 of which the surgery needed to fund 33% and NHS England would fund 66%.

Building surveyors were appointed and plans drawn up after much discussion as to where to locate the lift. The project went out to tender in the autumn and the quotes that came back were in the region of £142000.

The surgery has had to make a difficult decision of not to go forward with this project for the following reasons.

1. The surgery now needs to fund £75000
2. The location of the lift would compromise waiting room space and consulting room space which we were prepared for and was just about feasible with the dimensions of the proposed lift. The proposed lift would be able to take 4 people or 1 electric wheelchair and a carer. NHS England would only accept the project with a larger lift which would cost even more and compromise the waiting room and consulting room space even further to a level that is not acceptable.
3. The project could only go ahead with the raising of the pavement outside the front of the surgery which the Council are not keen to do in a timely manner as it is a narrow pavement that houses lots of utilities.

We understand that this decision is disappointing for our patients as it is for all the staff that work at the surgery.

There was then discussion around Your Care Your Future and the proposed Hubs. The surgery are keen to express interest to be part of a hub. The Group agreed that the concept of hubs needed to be further understood over the coming months.

The leases for the surgery are due to be renewed and consideration needs to be given as to whether the current building will be fit for purpose in the next 5-10 years especially as we have proved how difficult it is to make it DDA compliant. These are all avenues that the surgery will be exploring over the next few months.

What do our patient's think?

The Chairman raised the network group of PPG's in the area. There is a meeting on Feb for which he would be grateful of any support at. The format will be how to set up a PPG, how to use it effectively etc

## **Focus for 2016**

The rationale for the PPG is to engage with all patients. There are 18000 patients at The Maltings and only about 40 do we reach. How do we engage the rest. There is a silent majority that are difficult to engage. Patients currently opt in rather than opt out.

The newsletters are up in the waiting rooms, can we put them on the TV screens.

Should we use the text service to inform patients of newsletters etc.

Can the landing page for free wifi in the surgery direct you to a PPG page.

## **AOB**

Telephones- still a problem

Frequency of meetings- should they be reduced? Majority felt they should be kept at every other month. Next meeting March 2<sup>nd</sup> 2016.

## **Summary**

What will hubs look like and how can the PPG ensure they meet patient's needs.

How can the shape and nature of the PPG be changed, we should take a position that all patients are members of the PPG.

We need to extend engagement and facilitate better communication between meetings.