**The Tardis Surgery – Patient Participation Group**

**Wednesday 18 September 2019**

**Minutes**

**Present:**

Brian Clare

Sue Clare

Emma Forrester

Betty James

Ann Redfern

Jodie Spragg (The Tardis Surgery)

Leslie Thompson

Bridget Thorley

Moonyeen Thorley

**1. Apologies:**Doreen Beresford

Susan Pyatt (The Tardis Surgery)

Maureen Tantum

**2. Minutes**

The minutes of the May 2019 meeting were approved, dated and signed as a true record.

**3. News from the Surgery – JODIE SPRAGG**

The Surgery has implemented a call system using the Waiting Room screens. Issues with volume and pronunciation are being ironed out.

A touch screen appointment sign in system has been installed in Reception.

*SUSAN PYATT* has asked for the PPG’s input on what to spend new funding on. The funding has been made available for GP surgeries to provide further resources to patients within the community – for example, Social Prescribers. The PPG will ask *SUSAN PYATT* for further information about this funding prior to making any suggestions. Deferred to next meeting.

Receptionists Sylvia and Mandy have left their roles at The Tardis Surgery.

**OPEN ISSUES:**

1. **Tardis Tea Party – Partnership with St Giles School:** *CLAIRE WALKER* informed members of the Surgery’s plan to begin hosting a tea party with pupils from St Giles School. Isolated Tardis patients will be invited to these tea parties which will take place on Thursday afternoons. Surgery receptionist Nicola is leading this project, organisation of which is ongoing. Further information to follow.
2. **Waiting Room PPG area:**

***Tardis Talks display area:*** *CLAIRE WALKER* informed members she has overhauled the PPG display area of the Waiting Room to feature the group’s updated branding and member information. In time, the aim is to make the display more eye-catching and user-friendly for patients and potential PPG members.

***Screens content:*** The screens used in the Waiting Room can now feature

Surgery specific information rather than solely nationally produced NHS

information. *CLAIRE WALKER* suggested the PPG develop several slides and information screens introducing the Surgery staff and asked other members to consider what information they would find useful.

***Tardis Talks glossary update:*** *CLAIRE WALKER* updated the group with regards to the Tardis Talks clinical terms glossary. The glossary is awaiting approval from the Surgery clinical team.

***Bring and borrow bookshelf:*** Ahead of the meeting *CLAIRE WALKER* suggested the PPG organise a small “lending library” in the Waiting Room and welcomed book donations from members. Members welcomed the idea prior to the meeting. *JODIE SPRAGG* expressed concerns regarding infection risk, which *MOONYEEN THORLEY* and *SUE CLARE* concurred with. *CLAIRE WALKER* and *SUSAN PYATT* to return to the drawing board with this idea for the meantime.

1. **PPG awareness – newsletter and flyer with new patient packs:** The group discussed the possibility of including the Surgery’s latest newsletter and a PPG flyer with New Patient Welcome Packs. *JODIE SPRAGG* welcomed the idea and *CLAIRE WALKER* said she will design the flyer.
2. **Food Bank donations:** *CLAIRE WALKER* highlighted that Practice Nurse Paulette Upton has created a collection point for Cheadle and District Food Bank in the Waiting Room. The group committed to support this cause and will promote the collection point in future PPG literature. *CLAIRE WALKER* suggested incorporating the Period Poverty campaign (supporting young girls unable to buy sanitary products).

The Period Poverty suggestion was supported by the group, particularly *BRIDGET THORLEY* and *ANN REDFERN*. *ANN REDFERN* (a former Practice Nurse herself) informed the group the issue is a problem in the community and needs addressing.

1. **Guest speakers:** *MOONYEEN THORLEY* raised the subject of booking guest speakers for future PPG meetings. This follows a period of having no speakers at meetings. *MOONYEEN* suggested the Blood Bikers and Fresh, a hair salon providing wigs for cancer patients. *CLAIRE WALKER* asked the group to consider how we promote what we learn from guest speakers to patients (having not proactively done so before). *ANN REDFERN* suggested having a regular column and interview with speakers in the Surgery newsletter which could be cross posted on the Surgery’s website and Facebook page. The group heartily agreed with this.
2. **Well-being prescription:** *CLAIRE WALKER* again raised the subject of the Surgery adopting a “well-being prescription” – signposting patients to community groups and activities and self-care options. To be discussed with *SUSAN PYATT*.
3. **Content for next newsletter:** *CLAIRE WALKER* suggested the following content for the next newsletter: interviews with Surgery work placement students; information about the new check-in screens, patient survey results; recent Surgery fundraising drives. *CLAIRE WALKER* is awaiting staff photographs from *DR KEVIN UPTON* – to be discussed with *SUSAN PYATT*.
4. **Delegation of PPG duties:** *CLAIRE WALKER* raised concern over PPG responsibilities being shared between members, particularly work carried out in-between meetings. She highlighted the PPG is a proactive group, as opposed to solely a feedback forum.

*CLAIRE WALKER* suggested each group member take ownership of duties tailored to their personal strengths and skills. Responsibilities were agreed as follows:

*BRIAN CLARE*: Face to face patient research / “meet and greeter”.

*SUE CLARE*: Face to face patient research / “meet and greeter” – when convenient due to other community commitments. Sue confirmed she and Brian had already been asked by SUSAN PYATT to support the Surgery’s Patient Survey at a forthcoming flu clinic.

*EMMA FORESTER*: Research and development of ideas in relation to current NHS practice and activities of other PPGs.

*BETTY JAMES*: Face to face patient research / “meet and greeter”.

*ANN REDFERN*: Face to face patient research / “meet and greeter”. ANN will also provide (non-clinical) advice to the group as a former Practice Nurse herself. She offered to produce and distribute posters regarding Surgery activities, in the first instance promoting Walking for Health in the local community – thank you, Ann!

*LESLIE THOMPSON*: Face to face patient research / “meet and greeter”.

*BRIDGET THORLEY*: Research and development of ideas in relation to current NHS practice and activities of other PPGs.

*CLAIRE WALKER*: Writing, newsletter production, social media development.

1. **Any other business:**

*MOONYEEN THORLEY* announced her resignation from the PPG citing wanting to devote more time to her volunteering endeavours with the Dougie Mac. Members thanked *MOONYEEN* for her dedication, patience and loyalty. *MOONYEEN* said she would keep up with PPG activities via the Surgery website. Thank you, Moonyeen.

*LESLIE THOMPSON* shared news that he had read reports that the NHS will be getting rid of annual patient health checks to reduce costs. *JODIE SPRAGG* reassured the group that the Surgery has no intention of stopping such health checks now or in the future.