

**Patient Participation Group Meeting
Monday 1st June 2015
3.00pm Littleborough Group Practice**

Present:	<p>Mr Peter Bamber Mr Brian Porter Mrs Pamela Brazendale Mrs Barbara Fitzsimons Mrs Elizabeth Rickards Mrs Denise Dawson Ms Elaine Grace</p>	<p>Chair PPG Member PPG Member PPG Member PPG Member Secretary Community Engagement Officer, HealthWatch</p>
Apologies:	<p>Mrs Kelly Vines Ms Sybil Murray Mrs Christine Armistead Mrs Amy Williams</p>	<p>Practice Manager PPG Member PPG Member HMR, LEO</p>

Agenda Item		Action
1	<p>Introductions and Apologies Chair welcomed Ms Elaine Grace, Community Engagement Officer, HealthWatch to the meeting.</p> <p>Apologies received from Mrs Amy Williams, HMR LEO, Ms Sybil Murray, Mrs Kelly Vines and Mrs Christine Armistead</p>	PB
2	<p>Minutes of previous meeting Amended Minutes of the Meeting held on 2nd March 2015 and Minutes of Meeting held on 13th April 2015 were agreed.</p>	ALL
3	<p>Matter Arising</p>	
	<p>3.1 Closure of Smallbridge GP Practice Peter informed the Group on behalf of Kelly that this situation was still under review and the item would remain on the agenda until resolved.</p>	PB
	<p>3.2 Obesity/Weight Management Programme Note from Kelly: This programme is still ongoing- no further funding at present time</p>	PB
	<p>3.3 Designated Dr for the Elderly Project Note from Kelly: before end of June 2015 all patients regardless of age will be allocated a Named GP. Whilst the practice will endeavour to allocate there proffered GP this would not always be possible. Discussion took place regarding the definition of elderly Elizabeth asked that this be confirmed at next meeting.</p>	PB/KV/ER
	<p>3.4 Telephone/Online Appointment System Elizabeth stated that the telephone appointment booking system and the website booking system had gone down again this weekend – she presumed it was now back up and working and asked how often did problems occur and what is the provider doing about it – this matter to be deferred to next meeting when Kelly will be present.</p>	PB/KV/ER

	<p>3.5 Election of Vice Chair Barbara kindly agreed to be Proxy Vice Chair until this post is elected. Item to be included on next Agenda along with Roles and Responsibilities of Chairman, Secretary and Vice Chairman. Draft copies were provided to the Group by Peter.</p>	PB/BF
4	<p>PPG/Practice Newsletter Peter distributed a template for the Newsletter and examples of items to be included. Discussion took place covering: Frequency – suggested quarterly Layout Current Health Issues for each quarter HealthWatch Article – Elaine Grace to provide Any comments or ideas to be provided to Peter.</p>	PB/ALL
5	<p>Patient Issues and Resolutions – Practice Pressures and Resolutions. Denise stated that this was carried forward from the previous meetings and was unclear if these issues had been resolved. Kelly informed the Group that These had in fact been resolved. The problem at the present time was with the telephone system and the on line appointment system not currently working and this was putting added pressure on the staff, however, this was being investigated and should soon be resolved.</p>	DD/KV KV
6	<p>Carers Coffee Morning Elizabeth was elected Lead for this project at the Sub Group Meeting and she provided an update to the Group on progress to date. Elaine Grace said that HealthWatch would attend and she would bring her daughter Ellie Burgoyne along to help on the morning. The Group were provided with a list of individuals attending and any sponsors gained by Elizabeth. Peter agreed to contact Wardle Academy and Hollingworth Academy to ensure Young Carers had an opportunity to attend. Kelly would ask if any of her staff would wish to attend to assist on the day. The next sub Group meeting was set for Wednesday 24.6.15 at 10.00am at Elizabeth's house.</p>	ER/PB
7	<p>Feedback from HMRCCG Locality PPG Meeting The next meeting of this Group is 12th June 2015 at Croft Shifa Health Centre, Elizabeth will feedback to the next meeting.</p>	ER
8	<p>PPG Membership of National Association for Patient Participation (NAPP) www.napp.org.uk Peter distributed a copy of the April Newsletter a discussion took place on the work they were undertaking.</p>	PB
9	<p>Clinical Commissioning Group Patient Involvement No HMRCCG Officer present for this item to be deferred to next meeting.</p>	PB
10	<p>PPG Future Work Programme Projects on going from the work programme are Carers Coffee Morning and The Newsletter. It was proposed that the Group would undertake three projects a year with Kelly giving the Group a Steer on what would be helpful to the Surgery i.e. Winter Pressure etc Brian offered to Lead on this project.</p>	KV/PB/BP
11	<p>Any Other Business 12.1 Elaine Grace, Community Engagement Officer, HealthWatch</p>	

	<p>Elaine provided the Group with an overview of the work that HealthWatch does in HMR. Explaining it is a not for profit organisation which is funded by the Government and contracted by RMBC. It has seven staff in total and provides information and signposting to members of the public regarding Health and Social Care services.</p> <p>12.2 Elizabeth asked about the administration of the website and requested that the minutes of meetings be uploaded once they have been approved. – deferred to next meeting.</p>	<p>EG</p> <p>ER/PB/KV</p>
<p>12</p>	<p>Date, Time and Venue of next meeting: The next meeting will be held on Monday 3rd August 2015 at 3.00pm</p>	

DRAFT