

**ROXBOURNE MEDICAL CENTRE**  
**MINUTES OF PATIENT PARTECIPATION GROUP MEETING**  
**HELD ON**  
**13<sup>TH</sup> JUNE 2023 AT 6.30PM IN THE PRACTICE**

**Present (PPG Committee Members):** (SD), (JM), (KM), (A-MW), (JB), (NS), (BP) (NS)

**Present (RMC staff):** Pratibha Kumar (PK) and Federica Leonardi (FL)

**Apologies:** (BH) (AM)

Item	Outcome	Action
<b>Minutes from last meeting</b>	Minutes from previous meeting were not discussed.	
<b>Introductions</b>	<ul style="list-style-type: none"> <li>• As new PPG members joined us this evening everyone introduced themselves.</li> <li>• PPG members shared their previous work experiences underlining what skills they can offer.</li> <li>• Each member of the PPG should have a different role within the committee in order to utilise all variety of skills made available.</li> <li>• AM was unable to attend due to unforeseen circumstances; she sends her apologies. AM is a consultant for Health Integration Partners and is currently working alongside RMC staff providing training and support. AM is happy to meet with the PPG and facilitate conversations around working together with the practice. AM will also help review the terms of reference for the PPG.</li> </ul>	
<b>Terms of Reference</b>	<ul style="list-style-type: none"> <li>• Terms of reference (Constitution) can be found on the website in the “Contact Us” section under “Patient Partecipation Group”, link below.</li> <li>• PPG agreed to set up a virtual meeting with AM to review and discuss the terms of references.</li> </ul> <p>(<a href="https://roxbournemc.com/contact-us/patient-participation-forum/">https://roxbournemc.com/contact-us/patient-participation-forum/</a> terms of reference)</p>	1. <i>To organise meeting with AM</i>
<b>New Chair</b>	<ul style="list-style-type: none"> <li>• SD happy to step down from chair, says he initially volunteered as there were not many members in the committee and wanted to build a good core team to then pass over the chair responsibilities to someone else following voting. Thank you SD for helping RMC building a wider PPG committee!</li> </ul>	

	<ul style="list-style-type: none"> <li>• JB has been unanimously elected as new chair for the committee.</li> </ul>	
<b>Secretary</b>	<ul style="list-style-type: none"> <li>• PPG has elected BP as their secretary, NS will be supporting her as assistant secretary.</li> <li>• Agenda will be sent by secretary moving forward.</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• RMC has now updated their website and uploaded the minutes from previous meetings so all patients have access to them.</li> <li>• Communicate to patients where to find minutes and advertise website via social media and posters at reception.</li> </ul>	<ol style="list-style-type: none"> <li>1. <i>To advertise via social media</i></li> </ol>
<b>Newsletter</b>	<ul style="list-style-type: none"> <li>• We all agree that future expectation is to re-start practice newsletter.</li> <li>• Printed copy to be kept in reception for patients to read whilst waiting for their appointments.</li> <li>• Digital copy to be added on social media and website.</li> <li>• PPG to assess after first newsletter how often to issue throughout the year.</li> <li>• PPG and RMC all agree that BH would be a great candidate for taking charge of the newsletter.</li> <li>• NS happy to help designing the newsletter and posters for the practice.</li> <li>• PPG and RMC to think of what to include in the first issue and discuss during the next meeting.</li> <li>• Whoever will be in charge of the newsletter to share the document with committee via email 2/3 weeks before issuing so this can be reviewed and discussed together.</li> <li>• PPG to do some research online for inspiration of how they want the newsletter to look like.</li> </ul>	<ol style="list-style-type: none"> <li>1. <i>FL to approach BH and ask if they want to be in charge of this task.</i></li> <li>2. <i>PPG and RMC to think of subjects for newsletter.</i></li> <li>3. <i>Research newsletter from other practices for inspiration.</i></li> </ol>
<b>Patients Survey</b>	<ul style="list-style-type: none"> <li>• RMC would like PPG to come up with a set of questions they think would be beneficial to have in a patients' survey.</li> <li>• Questions will need to differ from the NHS England survey to give a wider prospective to RMC.</li> </ul>	<ol style="list-style-type: none"> <li>1. <i>PPG to bring set of questions to next meeting</i></li> </ol>
<b>Family &amp; Friends Test</b>	<ul style="list-style-type: none"> <li>• PPG was shown the RMC Family &amp; Friends test form, explained that all feedback gets uploaded on the NHS reporting website and these are shared with staff during practice meetings.</li> <li>• PPG raises concerns regarding ethnic background and age group questions. RMC reassures this part of the form is merely for NHS statistics, patients are in no way obliged to complete this section if they are not comfortable.</li> </ul>	

<b>Patchs</b>	<ul style="list-style-type: none"> <li>• PPG is overall happy with Patchs.</li> <li>• It has been noted that patients are able to ask friends/family to complete Patchs requests on their behalf, this helps accessibilities concerns for patients who are unable to do it themselves.</li> <li>• RMC believes with more communication/education about Patchs (can be done via social media and/or newsletters) patients will build up their confidence in using this tool more comfortably.</li> </ul>	
<b>Future Meetings</b>	<ul style="list-style-type: none"> <li>• Discussed possibility of having meetings online to increase attendance of PPG members.</li> <li>• Agreed to keep it face to face for the present moment.</li> <li>• Next meeting dates agreed as 2<sup>nd</sup> Tuesday of every month at 6.30pm until further notice.</li> <li>• PK will not be present during the next meeting as she will be on annual leave.</li> </ul>	<i>Next meeting set for 11/07/2023 at 6.30pm at the RMC – invite will be sent along with minutes and relevant documents</i>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• <i>PPG raises concerns regarding social aspect of having telephone consultations instead of face-to-face appointments with their GP.</i></li> <li>• <i>JB brought up example of her mother’s surgery that have one doctor allocated for a “walk-in face-to-face clinic” (in 2018 in Wales) and wonders if this is something that could be potentially implemented since the recent closure of the nearby walk-in centres (Alexandre Avenue and The Pinn) there is no possibility to see a doctor without an appointment arranges beforehand.</i></li> <li>• <i>Reduced number of face-to-face appointments to be discussed further in upcoming meetings.</i></li> </ul>	
<b>NEXT PPG MEETING ON 11<sup>TH</sup> JULY AT 6.30PM AT THE ROXBOURNE MEDICAL CENTRE.</b>		