



**Two Rivers Patient Participation Group (PPG) Meeting
Thurs 8th March 2018 7.30pm-9.00pm All Hallows Church Hall, Whitchurch**

MINUTES OF MEETING

IN MEMORIAM - HELEN EDITH MARY KNIGHT - RIP

On behalf of the PPG, we wish to express our deepest condolences to Roger. We also wish to record that we all loved and admired Helen for her dedication and perseverance.

She bore all things, believed all things, hoped in all things and endured all things; Helen was truly the epitome of Christian Love, Kindness and Courtesy. May She rest in perfect peace.

PRESENT:

Dr. Dan Lickman (DL), Jane Brown(JB) Mary Gosling (MG), Jenny Skilton (JS), Sarah Denton(SD), Michael Denton (MD), Mike Nightingale (MJN)(Acting Group Chair)

ATTENDEES GREET INTRO:

Each member introduced themselves and stated their interest in attending the bi-monthly Patients Participation Group alternately held at Whitchurch and St Mary Bourne. In the main it was to help support and improve the medical health services to the benefit of the members of the communities registered as patients at both Derrydown Clinic and Bell Street Surgery

WELCOME & APOLOGIES

The Chairman welcomed all attendees and accepted a total of 8 apologies as listed hereinafter.

Gib Hancock, Sr Dorrie Bilson, Dr. Jim Rose, Allison Wogan, Yvette Christian, Roger Knight, Anne Hardiman, Rachel Sydwell

OBJECTIVE OF THE MEETING

The Chairman repeated that the meeting Objective was to review discuss and agree actions and activities for Two Rivers Medical Partnership Health & Care development and improvements for the Community and Patient services specifically;

1. APPROVAL OF PREVIOUS MINUTES

The meeting approved the previous minutes of meeting held in January 2018 at St Mary Bourne Village Hall with Outstanding Issues noted as items 3.3 - 3.5 – 3.8a – 3.8d - 3.8e

2. PARTNERS' REPORT

2.1 DL commented on various Two Rivers Practice issues, a key issue is the planned restructuring of the Partnership Admin structure including two additional staff members.

2.2 DL reflected on his experience of the support of Patients and a local staff during the recent extreme snow conditions in which he was forced to sleep overnight in Whitchurch Surgery. He was overwhelmed with the public support with offers of 4x4s and tractors to help transport and patients to and from the Practice. DL will publish his thanks and appreciation.

2.3 Additionally, an improved quality monitoring programme system is being introduced in anticipation of expanding the health facilities to match the planned community neighbourhood development.

2.4 MJN agreed to attend and report on the upcoming Whitchurch Town Council Terms of Reference for new Community Action Group meeting to be held at the Parish Hall on 21st March 2018 at 7.00pm and 24th March at 3.00pm. The purpose of attending is to inquire any actions in respect of a possible new Health and Care facilities.

2.5 DL reported on the practice bi-monthly quality reporting and the need to encourage Patient testimonials as well as to submit NHS Choices as well as friends and family type feedback with the development of a Practice Quality Scorecard.

3. LIAISON

3.1 The meeting approved that MJN continue to develop liaison with a Local Surgery Hub to include both Overton & Oakley and Andover St Mary Surgeries.

3.2 The meeting approved the revised PPG Development Strategy per the Appendix to the Agenda, to be added to the TRMP website as well as for posting notice boards/leaflets to encourage additional PPG membership and support. Additionally the NHS Patient Health Enablement per the Appendix should be added to the PPG Development Strategy document.

4. PROJECTS SCHEDULE

4.1 The meeting agreed that due to the absence of YC the meeting would collectively update the Management List. Refer attached Appendix Update. Important that this be referred to YC for her information and ongoing control.

4.2 Village Agents Meeting; still Outstanding awaiting YC Progress.

5. COMMUNITY & SELF HEALTH CARE

5.1 NHS Patient Health Enablement (Appendix); refer minute 3.2 above.

5.2 Caregivers Trust Age Concern -Action Plan. Still Outstanding: Awaiting Age Concern, refer first meeting at TRMP Whitchurch Surgery.

6. NEW MEMBER'S ISSUES

6.1. Proposals Received from JB, these were led by her with the following outcome;

- a) *Attendees Greet*; Approved and instituted.
- b) *Attract new members*; Approved. JB to recommend detailed plan to be circulated prior to next meeting for approval and further recommendations. All PPG to encourage and attract new PPG membership. PPG to consider arranging a PPG AGM and ways of encouraging Patients who are averse to meeting but would be prepared to join and assist with PPG Projects.
- c) *Practice Website Update*: Approved. JB to lead and co-ordinate via DL with updates effected by Alan Manning
- d) *Quiet Waiting Room "No Radio Music"*: Approved following discussion.
- e) *Sickness Prevention Campaign*; Approved JB to develop action plan for implementation supported by DL.
- f) *Surgery Meeting Room*: Approved to be added as part of the Whitchurch Waiting Room project by RG

Appendix: PPG Projects Table Update 8th March 2018 YC 180104 R1

7. NEXT MEETING

7.1. 10th MAY 2018 St Mary Bourne Village Hall

Two Rivers Patient Participation Group Project Table = YC Rev. 1 Appendix to Meeting March 8th 2018 - Update

Projects	Tasks	Date & Who	Outcome	Lessons & actions
1. Flu Campaign 2017	<ul style="list-style-type: none"> Support Pts and clinicians Hand out feedback forms Hand out Pt detail contact forms 	4/11/17 MN & YC 09/11/17 JS,MN,GH 18/11/17 S&MD, MG	Successfully completed	PPG Members participation Key asset
2. "Get the right help" leaflet	<ul style="list-style-type: none"> DL print and distribute at next meeting Circulate to Parish mags Churches, Shops, GNC – Whitchurch NeighbourCare Schools 	DL DL MG RK SD?	In progress	
3. Posters for notice boards	Prepare Draft posters	MD	In progress	
4. Waiting Rooms	Declutter, organise, refresh – to be completed in the SPRING	MG /JS	Combined Plan in Progress	
5. Community Support	<ul style="list-style-type: none"> Continue alongside Age Concern ACH support Recruit Village Agents Consider part time co-ordinator 	YC YC YC DL to meet with GH	Await YC Plan Ongoing Await YC review	
6. Medicines Management	DL to meet with YC to discuss potential project	YC	No Progress	
7. Quality monitoring	Bi-monthly reporting encourage NHS Choices patient testimonials et al	Admin	Under development	
8. Attract new Members	New members & PPG / TRMP AGM Proposal	PB	Circ. PPG End April	
9. TRMP Website	Review and prepare revisions for DL approval	PB	Proposal in preparation	
10. Sickness Prevention	Campaign proposal	PB	Circ. PPG End April	
11. Surgery Practice Meeting Room	To be linked to Waiting Rooms Project 4 above	MJN	Refer Whitchurch Community Action meeting	

TRMP PPG Projects Table – YC 180104 R1