



**Two Rivers Patient Participation Group (PPG) Meeting  
Thurs 2<sup>nd</sup> November 2017 7.30pm-9.00pm St Mary Bourne Hall  
MINUTES**

**WELCOME** - chair (GH)

**INTRODUCTION** - attendees: Gib Hancock, Daniel Lickman, Michael Nightingale, Sarah Denton, Michael Denton, Mary Gosling, Yvette Christian, Jennifer Skelton.

**APOLOGIES:** Alison Wogan, Jim Rose, Anne Hardiman, Rachel Sidwell, Roger Knight, Helen Knight, Andrew & Esther Leach, Chrissie Henderson.

**LAST MEETING MINUTES**

- Approved
- Revisited terms of references and aims of PPG

**AGENDA ISSUES AND ACTIONS:**

**1. PARTNERS' REPORT**

- 1.1.Pods - agreed good idea, develop posters in practice to inform.
- 1.2.Reception - remodelling, agreed all good idea, recruitment.
- 1.3.Dispensary - auditing both dispensaries in December.
- 1.4.Telephone System - progress, likely move to one telephone number
- 1.5.PPG Meeting Administration - Mike will review google group. Chair will devise next agenda and distribute one week prior to next meeting.

**2. PPG MEMBERS' ISSUES**

- 2.1 Community Support - discussed in projects below.

**3. PPG LIAISON REPORT**

- 3.1 Mike updated about recent CCG AGM meeting attendance.

**4. FLU CAMPAIGN**

- 4.1 Discussed below in projects section.

**5. COMMUNITY & SELF HEALTH CARE**

- 5.1 Agreed below in projects. Distribution of self help leaflet.

## **6. PROJECT LISTS**

Project task list - Yvette will kindly create spreadsheet.

1) FLU CAMPAIGN - volunteer support at flu clinics: 4th, 9th, 18th Nov.

Sat 4th (Whitchurch) Mike Nightingale, Yvette Christian 8.30-12pm.

Thurs 9th (Whitchurch) Jenny Skilton, Mike Nightingale, Gib Hancock.

Sat 18th (Whitchurch) Sarah & Mike Denton, Mary Gosling.

Agreed tasks: generally support patients and clinicians, hand out friends and family feedback forms, hand out and collect patient detail forms, help remove coats prior to vaccinations.

Outcome: feedback at next meeting.

2) DISTRIBUTE 'Get the right help for your condition' leaflet

DL print the leaflets professionally prior to next meeting.

Distribution: Parish magazines - DL to email magazines

Churches/local shops/Gill Nethercott - Mary

Neighbourcare when giving patients lifts - Roger & Helen Knight?

Schools - Sarah to explore possibility

Outcome: feedback at next meeting.

3) DEVELOP POSTERS for notice boards in waiting rooms

Develop posters, frames etc. Use 'Get the right help for your condition' leaflet as a baseline. Mike Denton offered to develop one or two posters.

4) WAITING ROOMS / Noticeboards

Declutter / organise / refresh both waiting rooms. Aim to do in Spring.

5) COMMUNITY SUPPORT

Continue to work with Age concern who already have trained advisors.

Promote OPAL/connect for support at flu clinics.

Recruit village agents for SMB and WC (Age Concern volunteers for our community).

Need to consider employing part time coordinator.

DL to meet Gib to discuss medical coordinator role.

6) MEDICINE MANAGEMENT

DL to meet Yvette to discuss potential medicine management project, feedback at next meeting.

## **7. NEXT MEETING**

Thurs 4th January 7.30-9pm St Mary Bourne Village Hall

Have a good Christmas all! Thanks for all your continued support! Stay healthy!