

## **ROLLE PATIENT PARTICIPATION GROUP**

### **Minutes of Rolle Patient Participation Group Meeting: Tuesday 13<sup>th</sup> Aug 2019**

**1. Present:** Bob Bryant(BB) (chair), Ann Membury(AM), David Cohen(DC) , Edward Wilkinson(EW), Susan Hopkins(SH), David Wheeler(DW), Linda Kay(LK), Rachel Laybourne (RL)(minutes)

**Apologies:** Gerald Smith, Rev Peter Brain, Christine Stredwick, Dr Mark Harris, Wendy Malone, George Alexander, Margaret Wicks & Geoff Wicks

**2. Purpose of today's meeting** – Bob explained the purpose of today's meeting was to arrange one of the 2 upcoming planned meetings, aiming to promote the practice and encourage new members to the PPG

**3. Meeting date decided for 25<sup>th</sup> September 7pm in the Rolle waiting room. The following points were discussed and decided upon.**

- Bob feels that more support is needed by the Rolle GP's and nurses.
- Discussion took place around whether to invite people from other surgeries and not just Rolle patients. It was agreed initially for the next meeting it would just be Rolle patients.
- It was agreed once the first meeting had taken place in September then another could be arranged for Oct with the subject being around mental health, although the talk title could be "managing the complexities of life"
- The format for the evening meeting on 25/9/19 would be introductions and talk from Rolle (practice manager and/or GP/Nurse) free coffee and tea and then the opportunity for an informal chat/circulation. It was felt the evening needed to be interactive and it was a chance for the PPG to introduce themselves. DW expressed an interest in being a liaison between the PPG and the GP's and LK.
- The subject title for the evening was decided as "Developing the Practice"
- Publicity of the event was discussed. It was felt it was important to advertise this as much as we can. Having a stand in the reception with leaflets on, radio, newspaper, social media.

Action – LK to ask GP's and Nurses to attend the meeting. Also see if Barry Coakly from Claremont would like to attend to discuss PCN's.

Action: RL to ask on facebook what patients would like from PPG and ask for comments.

ACTION: BB to write an article regarding the event and forward this to the local paper.

ACTION: EW to produce a new leaflet and a poster advertising the event and PPG (pass to LK first).

Action DW to look into contacting local radio to make them aware of the event

**8. Treasurer Report since last meeting**

**Incomings** - £46.54– from sale of books

£392.00– from Chair – based Exercise Class Contributions

**Outgoings** - £225.00– For Chair – based Exercise Classes/ Nick Paynter

**Account Balance - £2181.98**

Ann explained that in the future new signatories will be to be obtained as currently it is Bob and George.

#### **9 - Any other business**

- DW expressed to LK that he felt the surgery's service has been poor in August with regard to GP availability; he questioned how many GP's were on leave at one time and asked if this should be staggered. LK explained that absolutely the service is planned and annual leave entitlement covered where possible. The practicalities of covering annual leave when there are almost no locum GPs available makes it challenging and the Practice runs more of a 'same day urgent need' service rather than 'routine' appointments. It is inevitable that a backlog will develop. The national shortage of GPs is a problem. Further, Dr Harris has a planned sabbatical, which initially was fully covered but the GP who was supposed to be covering withdrew. This compounded the problem, LK said she has had no other feedback regarding issues from reception or patients. It was agreed to leave this today or that DW should speak to LK outside the meeting if he had a complaint. LK provided her email address and suggested that DW email her with his concerns.

#### **9 – Date of next meeting:**

**Tuesday 10<sup>th</sup> Sept @ 10am**

**Location – Meeting room @ The Dewdney Unit**