

## Rolle Patient Participation Group

Wednesday 19<sup>th</sup> March 2017

### Minutes

1. Present: Bob Bryant, George Alexander, Christine Stredwick, Mike Val Davies, Marianne Ridgewell, Ann Membery, Linda Kay, Prue Mitchell, Debbie Baker (Minutes)
2. Apologies: Gerald Smith, Wendy Malone
3. Bob asked group had they felt the Stroke Educational evening had gone – Ann felt due to the lack of support at these educationals maybe group should concentrate on fundraising. Marianne wanted more information from the educational evening and George felt like a lot of time and effort was put into producing posters/leaflets for the few that actually turned up. He also felt that the timing could play a factor as some people would struggle to get there because of just getting in from work. Bob felt if there was to be another educational talk then the Group could do with help from the practice GPs and Nurses to promote the “talk”. Marianne suggested an educational to talk about skin cancer would be of interest to a wide spectrum of patients. It was agreed that LK would ask to see if Rolle’s GP Dr Billy Willcock who is a specialist in dermatology would be able to do a talk for an educational meeting. Once Group knows then a venue and time to hold meeting will be decided.
4. Mike happened to spot that a couple of the notices on the board in reception were out of date. LK thanked him for being vigilant and that she would remind member of staff who is responsible to keep the notice boards up to date.
5. Ann asked if the meetings could go back to being on a Tuesday again so that some of the other members of the group could attend as some cannot make Wednesdays. This was agreed by the group.
6. LK wanted to update group about the practice becoming a more dementia friendly practice. Jane Cross our practice Carers Lead is liaising with a member of the team at the Alzheimer’s Society who would like to come in and see how we can make our practice more dementia friendly.
7. LK also wanted to make the PPG aware of changes that will be coming in the near future – mainly that the WEB area is going to increase to include other further afield practices. So it may be worth having a more federated PPG where meetings of several PPGs get together and have a voice.
8. LK also wanted to share some good news that Bruce from Vine Orchards has advised that the flat has sold for £199,950 and that there are 4 beneficiaries including PPG and Rolle Practice.
9. Mike asked LK if any patients had been invited in to listen to recordings of any phone calls. LK said there have not been any complaints recently over phone calls but the fact that the phone calls were recorded was really helpful in sorting out any issues.
10. Ann asked if the staff had started their care navigation training. LK said online training was happening now and that small group training sessions were starting from 8<sup>th</sup> May 2017.
11. Ann financial report - £101.46 from Pat for books

Educational evening 14.62Cr but had to pay £40 for hire of hall

Balance £2179.25Cr

AOB

Mike said there was a meeting at Holy Trinity tonight re: dementia. Also 3 part series following Junior Doctors starts on tv tonight.

Date of Next Meeting

TUESDAY 16<sup>th</sup> MAY 10am