

MARKET OVERTON and SOMERBY SURGERIES PPG MEETING 5 November 2015

Attending: Elizabeth Bell

Miriam Bird

Rosemary Jameson Chair/Secretary

Pat Fynn

Ian Razzell

Claire Southerington

Minutes from our meeting of 28 September were reviewed and discussed as follows:-

Wording for announcement of PPG, to go into local publications

We reviewed the wording that was used for Oakham and decided on a more relaxed and friendly approach more suitable for 'country' surgeries.

All members to work on a version of the wording, circulate by email before the next meeting so that action can be taken as soon as possible.

The Practice will facilitate an email to as many patients as possible, slips will be produced and made available in the surgeries, and details published in the various local parish magazines.

All members to continue to look for contact details for the parish magazines applicable to the catchment areas of the two surgeries.

RJ gave her new email address to be used on flyers, announcements and advertisements:

ppg@rutlandaz.co.uk

We recapped on additional existing, and potential, services provided by the Practice and by independent businesses within the Practice, were discussed. A future newsletter to patients will highlight this area and also ask for feedback about services that could be both useful and sustainable. Newsletter to follow up after the Introduction of the PPG, in a timely fashion.

IR to ask Dr McCormack which services he would be happy to see using the new facilities before we do any work on finding likely candidates.

We again discussed the PPG Noticeboard in Market Overton surgery and decided that it was more important for the existing noticeboard to remain in this position. **CS** and **EB** to look at the available options and make a decision to move – or not.

IR told us that the new website was due to be presented for approval on 13 November. In future there will be an area on the new Practice website for PPG information, publication of the Minutes of the meetings, and recruitment of new members.

We reviewed the sample slip as used by Oakham surgery for patients to complete if they would like to be part of the PPG Committee. This could also double up as the form to complete with their email contact, if they wish to do so. It was decided that we could use the same format as Oakham. This will facilitate cost effective and timely sending of information. It will be made clear that the PPG will not have direct access to the email addresses – or any other information - of patients at any time.

Any email is to be sent from a 'Do Not Reply' email address so that the surgery staff are not overwhelmed with unnecessary emailed responses.

IR reported that repair work and re-surfacing to the car park will start – and be completed - later this month.

Forward Planning

We began the examination of ideas to raise awareness by asking **IR** if he could explain how the surgeries work in terms of Business v Wellness. Was it a long term goal that patients should be as well as possible on as little medication as possible? Would this impact on the bottom line of the Surgeries which, after all, are a business? We were reassured that this was indeed the goal and that the viability of the business would not suffer as a result.

RJ informed the group that PPG Awareness Week is 6-11 June 2016. She suggested that to kick start awareness of our group we should attend The Rutland Show, on 5 June. We would invite Oakham PPG to join us with this initiative and for the Doctors, nursing staff, the additional services, and PPG members to provide a combined approach to give members of the public access to information in a friendly way. **IR** gave approval and the go ahead for **RJ** to contact the organisers to find out availability and costs.

We discussed offering blood pressure checks and advice on what was available at all of the surgeries, have fun things for children – the Operation game – for instance, maybe bandage their teddies! **RJ** to report back on costs etc

We also discussed the increasing pressure on availability of appointments and how many of these are taken by people who aren't unwell. For various reasons – old age, loneliness, unemployment, depression, insecurities of one type or another – people make appointments to essentially just have someone to talk to. This appears to be a growing problem.

The **PPG** will consider what opportunity there may be for using pre-existing non-medical agencies in the local area to provide various initiatives to maybe alleviate this problem. For instance, other parts of the country have found that gardening projects have proved to be very successful in re-introducing people to their local community, enabling them to make friends and to feel less isolated.

Organisations such as the Women's Institutes, Rotary, Lions, Round Table, Councils and using the internet could provide a network of support by working together to offer transport, for instance.

This is a long term goal and a small pilot scheme will be evaluated and, if successful, could be 'rolled out' across Rutland. Eventually our findings can be submitted to NAPP for other PPGs to benefit from.

MB suggested a programme of 'Autumn Lectures' to be given by a variety of specialists in the medical field, aimed at the general public to aid awareness and knowledge. This to be looked at for 2016.

Date of next meeting 10 December 2 p.m. The Old Smithy, Burley, LE15 7TB 01572 723723