**Dr Aru & Partners**

**Patients Group (PG)**

**Minutes of the Meeting**

**Tuesday 5th March 2019**

**11am-12.30pm.**

**Attendance: DC, DMC, Dr WO, NG, SR, KR**

1/ Members Introductions

2/ Apologies received from KS, Dr PA.

3/ Minutes of previous meeting on the 18th December 2018-agreed.

4/ Matters arising (not on the agenda) noted.

5/ Welcome to new patient reps- DC welcomed the new patient reps to the meeting, and outlined the purpose of the Group, examples of issues discussed by the Group, and how this linked with wider Southwark Clinical Commissioning Group (CCG) support. The main purpose was to support the Practice and improve communication between Doctors and patients.

6/ The Patients Group Leaflet-DMC confirmed that the leaflet was with the printers, who had advised that it would be completed shortly. The aim was to have the leaflets ready for distribution to patients in the surgery by the end of March.

**Action: DMC will inform KS and DC when the leaflets are available, and discuss distribution.**

7/ Patient Group Action Plan- DC referred to the plan which had been circulated prior to the meeting.

**Item 3**- support practice to improve premises. Noted improvements to signage, TV screen messaging etc.

The Action Plan was agreed subject to above amendments.

**Action: DMC to amend/update section 3 of the Action Plan.**

**The Plan will be reviewed at the Patients Group meeting in September 2019 or on request-KS.**

**DMC will add plan to the Patient’s Group section of the Practice website**

8/ Meetings attended on behalf of the Patients Group- DC gave details of meetings he had attended on behalf of the Patients Group. See notes circulated prior to the meeting.

DC advised new patient reps that these meeting were organised by Southwark CCG (Engagement Team) to support local patients groups, such as ours, and to provide information about wider NHS issues. KS and DC usually represented our Patients Group at these meetings, but encouraged others to attend.

DC gave details of 2 recent meetings;

* 30th January South Southwark Locality Meeting, where there had been presentations about better working between local services, and plans to pilot neighbourhood working with a couple of GP practices. There had also been a presentation about joint working across Southwark and Lambeth, and the 10 year NHS Plan. An event for patients was taking place on the 20th March, and DC drew patient reps attention to the flyer for this event, which was on the Surgery website (see item 9 below).
* 26th February Southwark PPG Network Meeting which had provided patient reps with awareness training on the use of social media, to support the development of patient groups. There was also a brief discussion over future agenda items, and PPG Awareness week, in June 2019 (see agenda).

There was a brief discussion and interest in establishing a ‘Facebook Group’ to coordinate communication within our Group.

9/ Notice of events- ‘A Healthy Future in Southwark and Lambeth’, at Ortus Conferencing, 82 Grove Lane SE5 8SN - From 5.30-8.30 pm. Is organised by Healthwatch and you can apply to attend by clicking on the Healthwatch Southwark website.

* ‘Cancer Event’ about local cancer services. Is being held at Kings College Hospital, MacMillan Information and Support Centre, Dinwoodie1 and 2, 11.30-1pm. You need to email [SOUCCG.southwark-ccg@nhs.net](mailto:SOUCCG.southwark-ccg@nhs.net) to confirm you are going to event.

10/ Patient Participation Group Awareness Week 10th-14th June- DC informed the group of this annual event, which was aimed at raising awareness of the work of Patients Groups, such as ours. Southwark PPG Network (see item 8) are aiming to use its June meeting as part of its awareness raising activities. We could link with this and/ or do something ourselves ie, joint event with the Lister Surgery Patients Group?

**Action- Any thoughts on this should be forwarded to Kevin/David before June.**

11/ Patient’s Group Chairs Annual Newsletter - (June) Need to give thought to this.

**Action: DC will discuss with KS, and write to members in due course.**

12/ **AOB**

Issue raised by NG regarding apparent lack of flexibility in appointments system?

Dr WO outlined the pressures on the surgery, and difficulties of providing additional appointment slots for patients, where other patients ‘do not arrive, and fail to cancel their appointment. The staff do try to be flexible and call patients in where ‘gaps arise’, but this not always feasible.

*Meeting came to an end*

*Notes taken by DC*

**Date of Next PG Meeting**

**Tuesday 4th June 2019 - 5pm.**