




**SUNDERLAND**  
GP ALLIANCE


MINUTES OF  
SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP  
HELD THURSDAY 8<sup>TH</sup> NOVEMBER 2018

PRESENT: Mrs. Judith Taylor – Head of APMS Support Services  
Mr. Kevin Doran – Practice Manager (Galleries)  
IA - PPG Chair  
DR – PPG Member  
AF – PPG Member  
AMc -PPG Member  
PP – PPG Member  
VL– PPG Member  
TC – PPG Member

APOLOGIES: AO, BB, SS JMc, CS

GUEST SPEAKER Polly Cranmer Practice Pharmacist

	<b>WELCOME AND INTRODUCTIONS</b>	<b>ACTION</b>
July 2018	<p>MINUTES OF THE PREVIOUS MEETING</p> <p>Minutes of the previous meeting were agreed and held as a true record.</p>  <p>PPG Minutes 12072018.docx</p>	
	<b>MATTERS ARISING FROM PREVIOUS MINUTES</b>	
	<p>Presentations – Information should read informative RPOS – First paragraph – should read phone calls Digital Platform – Teaching should read teach</p> <p>Minutes were accepted with amendments</p>	

	Judith Taylor offered sincere apologies that the last meeting in September was cancelled at short notice due to a practice emergency.	
	Judith Taylor and members extended new member VL are very warm welcome and that we were delighted to have her as part of our Patient Participation Group	
	<b>NEW AGENDA ITEMS</b>	
<b>Presentation Guest Speaker</b>	<p>Polly Cranmer, Practice Pharmacist attended the meeting by way of introduction and to provide an overview of her role and the current work she is undertaking.</p> <p>Attached is a copy of Polly's presentation. Feedback from members was that they found this very informative. They suggested that we promote this service.</p> <div style="text-align: center;">  <p>PPG presentation Practice Pharmacist.p</p> </div> <p>Polly answered questions from members regarding services and processes.</p> <p>Judith Taylor updated the group regarding work that is ongoing looking at Workforce Diversification to potentially use different allied professionals such as additional Pharmacist, MSK practitioner and Mental Health Practice.</p>	<b>ACTION: JT and KD to advertise</b>
<b>PPG Photos</b>	Members agreed to have their photos taken to display in Practice and to encourage patients to join our PPG.	<b>ACTION: JT/KD</b>
<b>Transformational Journey</b>	<p>Transformational Journey booklet share with members. Judith Taylor highlighted some of the initiatives that we have undertaken which included:-</p> <ul style="list-style-type: none"> <li>➤ Self-Care Tree – Community Work</li> <li>➤ Smear Campaign – 25<sup>th</sup> Birthday Card</li> <li>➤ 16<sup>th</sup> Birthday Card</li> <li>➤ Dementia Friends Group</li> <li>➤ Work with LD patients</li> <li>➤ Safeguarding commendations</li> </ul>	

<b>Digital Platform</b>	<p>Judith Taylor thanked the PPG Members who attended Barmston Trial the "Voice of the Patient" platform. They found the questionnaire too long and also the size of the font was an issue for the elderly.</p> <p>Concern was raised regarding the siting of the tablet at Barmston however it was confirmed that this was situated there because of the power supply.</p> <p>A meeting with the Company is scheduled for 14<sup>th</sup> November 2018 to look at trying to reduce the length of the questionnaire but still capture the data we required. Also instructions were given regarding increasing font size.</p>	
<b>Friends and Family</b>	<p>149 patients last month would recommend the Practice to their Friends and Family. 9 unlikely.</p> <p>The Group agreed that it is difficult pleasing everyone all the time.</p>	
<b>Recruitment</b>	<p>2 Potential new GP's on the horizon. Interviews next week and possibly a third.</p> <p>New Apprentices in post Melissa and Emily</p> <p>New QOF Administrator at Pennywell</p>	
<b>CQC Visit</b>	<p>Group informed of date of CQC Visit 22<sup>nd</sup> November 2018. IA as Chair of PPG agreed to be interviewed by Inspectors, information regarding times will be provided nearer the date.</p>	
<b>Dementia Friends Groups</b>	<p>Judith Taylor gave an updated regarding the work with the Dementia Friends Group. Discussed Dementia Daffodils, Bespoke piece of artwork. Next group is 22<sup>nd</sup> November 2018, the date of the CQC Visit, Group members were extended an invitation to attend. 3pm at Galleries HC</p>	
<b>Compliments and Complaints</b>	<p>Judith Taylor had circulated the compliments newsletters with the Agenda and members were very pleased with the feedback. Also Judith informed members that Complaints has reduced by 75% this year from the previous year.</p>	
<b>Patient Newsletter</b>	<p>A copy of the October Patient Newsletter was shared with members. It was agreed that this will be posted to members each month when produced.</p>	<b>ACTION: KD</b>
<b>Caring for Carers</b>	<p>SGPA nominated for "Caring for Carers' Award</p>	

<b>Award</b>	with Sunderland Carers Centre for the work with their Dementia Friends Group. Awards Ceremony in November, fingers crossed! If any news received Judith Taylor will update group.							
<b>Learning Disabilities Award</b>	Work ongoing across the City regarding Learning Disabilities. All practices asked to produce an action plan, including care passports, practice information, LD Health Checks etc. SGPA have been asked if the CCG can share their action plan as an example good practice with other practices in the City. In December Practices will be notified of award status i.e. bronze, silver and gold and of course the practice is hoping to achieve gold.							
<b>Any Other Business</b>  <b>Safeguarding</b>	Judith Taylor share that the Practice had been commended by Sunderland CCG for the work they have undertaken regarding safeguarding. The CCG have been recently inspected for their Children's Service and we are the only practice in the City with 100% return rate for Child Protection reports. The remainder of the City is currently sitting at 40%.							
	<b>Closure</b> – JT thanked everyone for attending and looked forward to seeing everyone at the next meeting and wished everyone and Merry Christmas and Happy New Year.							
	<p><b>DETAILS OF NEXT MEETING</b></p> <p>Date: 10<sup>th</sup> January 2019  <b>TIME:</b> 4.30pm until 6pm  <b>Venue:</b> Barmston Medical Centre</p> <p>Future dates</p> <table data-bbox="483 1803 1070 1915"> <tr> <td>8th November 2018</td> <td>Pennywell</td> </tr> <tr> <td>10th January 2019</td> <td>Barmston</td> </tr> <tr> <td>7th March 2019</td> <td>Galleries</td> </tr> </table>	8th November 2018	Pennywell	10th January 2019	Barmston	7th March 2019	Galleries	
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