

# Oaklands Health Centre

Meeting: Patient Participation Group

Date: 23/6/15

Attendees: Frank Adams, Carron Ellerton, Carol Irvine, Helen Kitching, Sheila Dunne, Tony Clifton, Jane Hobson, Dr Ward, Michelle Blackburn

Minutes: Michelle Blackburn

Chair: Dr Ward

- **Apologies:** Ian Ibbotson, Helen Smith
- Introductions by existing members, new members and staff.
- **Patient Participation Group (PPG)**
  - 2007 the Patient Participation group was formed by Oaklands. In 2011 the Patient participation Group became a government requirement
  - Terms of Reference – Oaklands to send this to all PPG members via email and/or post.
  - We had various discussions re chair/representatives
  - Size 14 font for PPG notice board
  - Developing a carers board – definition of a carer without pay, neighbour, family etc.
    - Do you help?.....rather than 'Are you a carer'
    - You are not alone
    - Starting conversations early
    - Carers on patients notes – identification
    - Carers aware that they are carers
    - We have a new registration pack which now includes a carers referral, consent & promoting PPG.
    - Not to forget young carers and abuse
    - Table at one of the flu clinics about carers
    - Dr Ward to be carers champion, member of PPG and a member of our reception team also to hopefully participate.
- **3 projects for the year** – 1) Carers 2) Group promotion and one other to think of.
- **Improvements**
  - Carpark signage repainting, accessibility re drop kerbs, disabled parking, intercom/doorbell improvements. Michelle explained that we are going to alter the back door bell so it rings in the secretaries' room also.
    - Quote 'The Landlords are not really keen to agree to this as it is not in disrepair. It will be quicker and easier for the works to proceed if the Doctors agree to pay and the quote is £750.00 +VAT'.

- A member was going to look at the equality act re accessibility and the landlord's legal obligation.
- Wider car parking spaces allowing for accessibility of wheelchairs etc. is a legal requirement
- Improvement Grant next year – Thought was to be used for brackets to move check in screen up and down.
- Smartphone check in possible?
- Wide couches?
- Toilet signs male and female as well as accessible toilets sign. Patients using accessible toilet as it is the 1<sup>st</sup> one they come to. Are patients aware there are other toilets?
- Notice that there is a low counter at the other side of reception.

## • **Flu Clinics**

- A member mentioned when more than one person lives in a household why can't we send 1 flu letter for both. It was stated that this is not possible as the letters are computer generated and sent from a secure, external company and the letters are generated from individual patients' records and therefore we could not merge the information. Our indemnity organisation says 'we should be very careful about sending information by text and email'.

## • **Emailing & Texting**

- NHS emailing & texting is changing by March 2016. We currently use outlook and nhs.net. Outlook which is not secure. Nhs.net to nhs.net is the only secure way of sending patient information. Sms texting is also changing.

## • **PPG Chair**

- Tony Clifton expressed an interest in becoming the chair of the PPG and he was duly voted in.
- Tony would like a constitution
- Helen will register us with NAPP the affiliated National Patient Participation.
- Tony asked that all emails are blind copied and Michelle confirmed that this is how emails are sent.

Next Meeting Tuesday 8<sup>th</sup> September 2015