

**Patients' Voices - The Garden City Practice
Meeting 11 – Tuesday 14 July 2015**

In attendance: Tony Baird, David Ball, Natalie Cox, Sarah Ellingworth, Robert Frost, Suzanne Meenan, Martin Norman, Tony Powell, Dr. Rahul Shah, Shev Smith

Apologies: Sarah Gaynor, Janet Gibson, Rupen Shah.

15.28. Welcome and Membership

DB welcomed everyone present. DB indicated that he and JG had conducted a review of attendance and had found three people who were nominally members of the group but who generally did not attend. DB had been in contact with all three to check whether they wished to remain on the group.

DB indicated that he had been approached by another patient wishing to join the group (and since the meeting DB had had a second approach). DB to contact both to discuss membership in more detail.

DB reported he had been approached by Cllr Thompson who asked to receive minutes. Cllr Thompson has the Health Portfolio at the Borough Council and is registered at the Garden City Practice so there was no objection to her receiving minutes; with the exception of any internally confidential items which would only be circulated within the group.

15.29. Minutes of Meeting 12 May 2015

The Minutes of the last meeting were approved and signed.

15.30. Matters arising

Of the actions:

- Sessions for the promotion of the blood pressure machines had yet to be organised but these may be included in the flu clinics.
- Healthy Lifestyles and Unplanned Hospital Admissions groups had met.
- Virtual Group, Code of Conduct and Constitution all appeared elsewhere on the agenda

15.31. Declarations of interest

No declarations of interest were declared.

15.32. Constitutional Group

(a) Constitution

The draft constitution was discussed at length and a number of amendments were agreed. It was agreed that DB would redraft and circulate to the group by email for approval with a view to having the final version in place and effective by 01.08.15.

TP offered to help DB with the redrafting.

(b) Terms of Reference

The draft terms of reference were little changed with the exception of the addition of carers throughout the document. The revised terms of reference were approved. DB to tidy up document and circulate to all members.

15.33. Update on Facebook Development

SM and MN reported that they were developing a Facebook page specifically for the use of this group. They would act as administrators and had considered limiting the comments that people could put on the page but had decided this would be pointless any limits could be circumvented by placing comments elsewhere on Facebook. It was also considered that such limitations would not be on in keeping up the ethos of

a patient participation group although comments would be monitored for inappropriate content.

SM/MN would let the group know when they were ready to go live and SE would do a blanket email to inform patients.

The group and the Practice both welcomed this development as a useful way to pass on information on a regular basis.

The idea of a Twitter account was discussed that it was considered that the Facebook development was sufficient at this time and we could return to Twitter at a later stage if appropriate.

15.34 Patients' Voices

Coming from the Facebook discussion was the need to have an identifier in the form of a logo and a more user friendly name than Patient Participation Group. Following an extensive search of possible options Patient's Voices was presented to the group in Paper 3. The idea was generally welcomed but there were two reservations. 1) would the use of the "Patients' Voices" lead to confusion between the physical group, the virtual group, working groups etc.? and 2) should it be Patients' Voices or Patients' Voice?

After discussion it was decided to adopt Patients' Voices for an experimental period of one year with all group members having a chance to comment further in summer 2016. **From the date of this meeting all documentation should include the**

Patients' Voices logo and "Patients' Voices" should be used instead of "PPG"

As this discussion took place before the report from the Constitutional Group, the redrafting would include replacing PPG with Patients' Voices throughout the Constitution and the Terms of Reference. It was noted that this would also have implications for the recently approved Code of Conduct so DB would similarly amend that code when he did the redrafting.

15.35 Flu Clinic Autumn 2015

The dates for the 2015 flu clinics are 26.09, 03.10, 10.10 and 07.11. The Practice would very much appreciate a Patients' Voice presence at at least three of these clinics. Details to follow.

15.36 Any Other Business

1) SS raised the issue of soundproofed rooms in any new location to obviate the need for a radio playing in the background. SE indicated that the Practice was aware that some patients disliked the having the radio playing (and the stations that it played) and that this would be part of the overall planning for any new venue. Although she did raise a note of caution as confidentiality is paramount and the use of a radio was an effective method of ensuring it.

2) SE indicated that new electronic screens may be coming to the waiting rooms in the near future. More details to follow.

15.37. Dates of future meetings

8 September

10 November

12 January 2016 (2nd AGM)

And to note, the 2015 Hatfield HealthFest will be on 12 September

ACTIONS

- **DB to redraft constitution and circulate by email for approval with a view to implementation on 01.08.15.**
- **DB to amend Terms of Reference and Code of Conduct to reflect the change to Patients' Voices**
- **ALL to use Patients' Voices instead of PPG from now onwards. SM can provide a copy of the logo if it is needed for any documentation**
- **ALL to reflect on the logo and name and be ready to comment on the effectiveness of them in summer 2016**
- **SM/MN to continue to work on the Facebook page and let the group know when it is ready to go live. SE to circulate a blanket email when it goes live.**