MEETING NOTES

**Dipple Medical Centre Patient Participation Group**

**Date/venue:** Thursday 28 March 2019 at Pitsea Library

**Attendees:** Kate Senior – Practice Manager, representing Malling Health Surgery & West Wing Surgery

Joely Keating – Deputy Practice Manager, Malling Health Surgery

Farry Ismail – Practice Manager, Dr Arayomi Surgery

Rob Hill – Patient, West Wing Surgery

Angus Watts – Patient, Dr Arayomi Surgery

Carole Sullivan – Patient, Malling Health Surgery

Simon Johnson – Co-ordinator, Heart of Pitsea (PPG Co-ordinator)

Gill Buttwell – Administrator, Heart of Pitsea (minute taker)

**Apologies:** Sandra Bell – Practice Manager, DR Nasah Surgery

Sandra Acott - Practice Manager, West Wing Surgery

Jane Hill – Patient, West Wing Surgery

**SURGERY NEWS AND UPDATES**

* Kate explained that Dr Sims and partners have now taken over Malling Health The 2 surgeries will now be known as the East Wing and West Wing Surgery. For the time being they will continue to work separately and merge slowly. It is felt to be a positive experience for both the practices and their patients.
* Farry reported that Dr Arayomi Surgery had received good feedback on their Care Quality Commission (CQC) inspection and that the practice had been rated ‘Safe and Well Led’.
* Rob raised concerns about incorrect appointment timings sent via the SMS reminder service which resulted in him missing an appointment.
* Malling Health surgery ‘same day’ appointment bookings procedure was raised by Carole. The practice advises patients who call in the morning to call back at 3pm that day to see an appointment has become available. However, Carole finds this difficult due to family commitments at that time of day. On discussion, it appears that this ‘same day’ appointment booking procedure is not consistent across all practices.

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**ACTION:**

Kate to investigate SMS reminder service with Sandra and making ‘same day’ appointment booking procedure consistent across all practices.

**COMMUNITY HEALTH MARKET 11 FEBRUARY UPDATE**

Angus reported the event had been brilliant and extremely informative. He thanked Simon and Gill for organising the event and for their help in publicising the Dipple PPG. Simon reported that the morning had created a buzz in the foyer, organisations had found it beneficial, and one visitor had come all the way from Clacton! The format for the event is now well established and is easy to co-ordinate. Next event will be in September and could focus on a specific health theme.

**ACTION:**

Practices to put forward organisations/health providers for September event.

**HEALTH ‘CONFERENCE’ EVENTS**

Simon stressed that the aim of these events is that they are high quality, support local people and all the surgeries and puts the PPG on the map. Heart of Pitsea is committed to contribute financially and help with event organisation but does not have clinical knowledge or direct links with appropriate health providers/health organisations. The meeting agreed that finding the correctly providers for these events would be better led by specialists. Public Health to be approached? First event to cover respiratory conditions.

**ACTION:**

Practice Managers to contact CCG to investigate respiratory organisations/speakers.

**ANY OTHER BUSINESS**

* Heart of Pitsea has agreed to invest on a Wellbeing Hub in Pitsea.
* CCG Patient Engagement Group minutes would be useful for the Dipple PPG

**ACTION:**

Kate to provide PEG minutes to the PPG

**NEXT MEETING**

Thursday 28 May, 11am-12noon at Pitsea Library

**ACTION:**

Items for next agenda please - agenda to be displayed 1 month before the next meeting.