**Portland Patient Participation Group**

Minutes of Meeting Wednesday September 2018

Present: Chris Blunt, Sue Cousins, Sally Foster, Hilary Mulholland, Dawn Smart, Cheryl Cooper, Gail Jukes, Cyril Richardson, Ernest Barnett, Symran Wedge, Liz Smith

Apologies for absence: Melinda Green, Glenn Watkins

1. Minutes of last meeting: agreed as an accurate record.
2. Confidentiality & GDPR (General Data Protection Regulation). Chris Blunt described the legal framework relating to data protection and confidentiality and the changes due to the introduction of GDPR. He then outlined the expectations of members of the PPG. Within PPG activities there will never be any discussions relating to individual patients or any patient identifiable information. However, it is possible that any PPG members who are assisting with health promotion events, flu clinics, or general waiting room activities may occasionally be taken into a patient’s confidence/a patient may divulge information related to their health or other personal matters. This should be treated as strictly confidential and should not be divulged to anyone. It should be made clear to the patient that the PPG member is not a member of the clinical team. Similarly it is possible that during events/waiting room activities PPG members may meet people they know; whilst it is reasonable that they greet them there should be no attempt to discuss anything related to their attendance at the practice, and third parties should not be told of their attendance.

The practice may occasionally wish to discuss developments related to their service provision and contract arrangements, including seeking the views of PPG members. This should also be regarded as sensitive information which should not be shared until the practice deems it appropriate to do so.

Members were asked to update their confidentiality agreement forms. Chris thanked the group for their record in maintaining confidentiality over the years since the group started.

1. Health Promotion Evening – Women’s Health. This has been arranged for Thursday 27th September. Approximately 300 invitations have been sent to women approaching the cusp of screening e.g. breast screening. 4 members have volunteered to assist with refreshments for the evening, and also to demonstrate electronic access to those interested. Volunteers will arrive at 6.45 pm.
2. Feedback from CCG PPG event July 2018. The aim of the event was to promote the role and benefits of PPGs to patients, the public and health professionals, and also to promote the support available from the CCG (Clinical Commissioning Group). Gail Jukes and Dawn Smart attended this event. Their main impression was that Portland PPG is fortunate to have an excellent working relationship with the practice team, many other groups are not so fortunate. Speakers on the day emphasised the importance of PPGs in giving feedback related to GP services and wider local health provision.

Sue provided details of the next Patient Participation and Liaison meeting. This will be held at Lockfield Surgery in Willenhall. Sue will circulate details for anyone wishing to attend; the meeting is open to any PPG member but places do need to be booked in advance. Chris Blunt offered to make a room available at Anchor Meadow for a future meeting if this would be helpful.

1. Any other business:

The group were saddened to hear of the death of Frank Brookhouse, a founder member of Portland PPG. Frank was a steadfast supporter of the PPG and of patients attending Portland Medical Practice. He will be greatly missed.

Flu clinics: these will be held at 9.00 am on Saturdays 22nd and 29th September and 10th November. The latter date is later than usual due to the national shortage of the vaccine being supplied this year to those aged 65 years and under. Gail and Cheryl volunteered to assist with the clinic on 22nd September and Sue and Hilary offered to help on 10th November. Other volunteers would be welcomed for 29th September.

Cyril Richardson queried opening times of the practice, asking specifically about the period of 1.00 – 2.00 pm. Chris Blunt stated that the reception desk is manned every week day between 8.00 am – 6.00 pm, as required contractually. The telephone is not answered between 1.00 – 2.00 pm, this gives staff time to take meal breaks and to complete work generated during the morning. There is a message advising patients what they should do in the event of a medical emergency. Generally the phone lines are busy each day until 9.30 – 10.00 and are much quieter between 10.00 – 1.00. Lines are then busy again between 2.00 – 3.30/4.00 pm. Cyril expressed dissatisfaction with these arrangements. Another member felt that telephone access for people at work with a lunch break coinciding with the Portland break may find it very difficult to contact the practice.

CB reported on a recent patient survey which gave an overall patient satisfaction score of 96%.

Dr Ladak has joined the practice as a salaried doctor.

1. Date of next meeting: Wednesday 5th December at 5.00 pm.