

## Hamdon Medical Centre – Patient Participation Group minutes

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**Date:** 07/12/18

**Attendees:**

Peter Callaghan (Chair), Paulina Callaghan, Vee Cochral, Julie Woan, Emily Woan  
Alex McClaughlin, Alex Ferguson, Wendy Morrison, Carol Garnett , Neil Garnett, Sheila Web  
Barbara Hooper, Simon Hooper, Kerrie Middleton (Practice Manager), Lisa Pyrke (SHS  
Communications Manager)

**Apologies:** None received

<b>1.0 Welcome and Introductions</b>	13 new members formally joined the group today and introduced themselves. There was a great variety of patients covering the local villages of Norton-sub-Hamdon, West Chinnock, Stoke-sub-Hamdon, Chiselborough and Tintinhull. The group were thanked for giving up their time to become part of the new PPG for Hamdon Medical Centre.
<b>2.0 Nomination of Chair</b>	The group agreed that Peter Callaghan should be voted in as the Chair.
<b>3.0 Election of Secretary</b>	There were no suggestions for the PPG secretary, so the group agreed to discuss this at the next meeting and think about who might want to take on the role.
<b>4.0 Terms of reference</b>	Peter shared the draft terms of reference for the group to provide feedback on at the next meeting.
<b>5.0 Care Quality Commission (CQC)</b>	Practice Manager, Kerrie Middleton explained to the group that we are likely to see a CQC inspection anytime from January 2019. At the next meeting we will share more details on the type of areas that will be inspected and how standards at the practice will be monitored. It is likely that inspectors may want to speak to some members of the PPG and whilst the group is newly formed it would be a great support if there were any members who felt comfortable to speak to an inspector, if asked to do so.
<b>6.0 Patient Survey</b>	Lisa introduced a draft patient survey to the group. A very useful discussion took place where the group gave their feedback on the content, length and language of the survey to ensure that patients are encouraged to complete the forms and that the data provided can be utilised by the practice. Lisa will make amendments and re-circulate.
<b>7.0 Health Coach introduction</b>	Jodie Adams introduced the role of Health Coaching to the group and shared the ways that the Health Coach team can support patients at the surgery. Jodie explained about the 'practice huddles' where all members of the healthcare team at Hamdon meet to discuss the most complex and vulnerable patients to ensure they are well cared for and less

	likely to be admitted, or re-admitted to hospital.
<b>8.0 AOB</b>	The group discussed how the new Pharmacy Hub was working and were keen to feed back on the developments across the four practices who are sharing the Hub. It was suggested that a Pharmacist could attend a future meeting to explain more about the hub and any developments since its launch. As the hub is a trial, the group were encouraged to feed back on their experiences to help SHS to improve the service.
<b>9.0 Future meetings</b>	The group agreed to meet on a Friday at 9.15am and discussed arranging the next meeting in January 2019. Peter to send out confirmation of the next meeting to the group. Draft notes from the meeting to be circulated for members' approval.

**Future Agenda items:**

- CQC update and inspection criteria
- Patient feedback from the staff survey
- Compliments / Comments / I Want Great Care results
- Alzheimer's Society update
- Pharmacist update