

Patient Participation Group Meeting  
Tuesday 24th February 2015

Present

DW, JS, JB, LH, GM, QS

Apologies

KB, PT, TB, DC, IW, JW

DW thanked everyone for attending and offered coffee and biscuits.

1. Matters arising - The Christmas raffle raised £80 for the Doug McMillan, we have received a thank you letter from them and have put it up in reception.
2. FFT – comments raised on the past two months cards for discussion -
  - a) Responses were mainly extremely likely with all good and complementary comments about the surgery and staff. We had 4 likely again complementary about staff. We had 1 unlikely with a comment that they preferred the surgery when Dr Haidar was here and a neither likely or unlikely with a comment about how their appointments get changed, that the nurse is off sick and they are not informed, and that the chemist do not stock their medication. The group discussed all of these and GM suggested that we cannot please everyone. LH suggested that we put the cards up in reception so that other patients can view what patients have put. DW stated that the majority of patients have put their names on and they are not anonymised she will look into if it is acceptable, do we need patients consent?
3. Health Watch – The practice had a visit from Health watch last week. DW spoken to David to ask about our results and has been told that NHS England will send out a report but it may take a while. David said that all the comments he received were good and he had no negative comments were made to him.
4. DW asked the group to look at the standard reporting template that we have to complete and publish to our website by 31<sup>st</sup> March.
  - a) We discussed the points raised on how we can attract more members to the PPG showing a more cross section of patients. We do not have many ethnic patients but the PPG is open to all walks of life. All members felt that we are already doing as much as possible by publicising it on website and putting up posters etc. They stated that they talk to other patients and tell them what the PPG does and we have already attracted a few patient's by word of mouth.
  - b) We discussed the priorities – emergency access – how we have opened at 7.30 am to see the nurse before work. How we see on the day emergencies where no one is refused if they say it is an emergency. How we have opened on a Saturday morning from December through to February and not seen one patient face to face but have had 5 telephone consultations.
5. DW Informed the group that we have a new Practice nurse joining the practice this week, her name is Penny and she will be working on a Thursday and All day on Friday, this is to offer late afternoon appointments to patients.
6. Walking group – QS informed the group that it was going well and for members to bring along their friends, even if they are not registered at the surgery, more the

merrier. He stated that he has old other Gp's about what we are doing and they are very interested.

7. DW informed the group that when we have a CQC visit that she has to do a 30 minute presentation all about the surgery and its demo=graphics, what we do well, what we don't do so well and asks if the group would give her feed back on her talk. LH suggested that we include about changing to the new computer system.

Next meeting TBA