

Green Street Clinic Patient Participation Group (PPG)

Minutes of the Meeting Thursday 11th April 2013

Present: Ron Cussons, Gerry Maguire, Helen Burgess, Tove Bentham, Heather King

1. Apologies: Gill Ackerman, Daniela Penge, Graham Newby, David May
2. Minutes of the meeting of 21st February were agreed.
3. Patient Survey/future work programme. Following on from this year's survey we discussed Gerry's report of the findings together with the Annual Report and the report on the automated booking service. Both the Patient Survey and Annual reports have been published to the website and hard copies are available for patients to read in the surgery or take away with them.

The general consensus of those present was that although there had been a large number of comments voiced in connection to the survey, that when looked at as a percentage, the number of grumbles were relatively small. Although the comments have been grouped (post survey) to cover a number of areas, no clear theme for change has been identified. It was discussed and agreed that we would try to get answers to some of the queries across to patients by way of a further 'Special Edition' Newsletter. This would take the form similar to that of last year but would try to pre-empt some of the queries in the main thread of the comments raised.

4. Encouraging more participants. We have a good core group of patients able to attend monthly meetings but feel we could do with a smaller army of patients to help out daily within the practice. This could be to sort and cull magazines, update and tidy notice boards and act as greeters in reception. If we are to get better feedback from patients we need a higher profile and more of a presence in the waiting rooms to chat to patients whilst they are waiting and gather any thoughts. This is better done on an informal basis and may be encouraged if we had patients who could help out on a regular basis.

One suggestion from the survey to have a 'News of the week board' could be trialled and any important or new information about the practice, the PPG or the wider healthcare community could be placed here.

The suggestion to run information sessions was expanded and it was agreed we would initially try 3 sessions, two months apart. These would be well publicised before the event both in the practice and perhaps within local pharmacies. Members of the practice nursing team (and possibly a GP if available) would be present to answer queries or concerns and with a contingent of PPG members present we could hopefully also gather new members this way too.

5. Items for future Meetings. This item was postponed to next month.

Patient Involvement in Commissioning

Update of NAPP

Update on CCG

6. Liaison with other PPGs. Gerry has had further discussions with the Lighthouse Practice. Their PPG is run quite differently to ours and it is thought that we may have more in common with other practices that have a similar set up to our own..

7. Next 3 Meetings 23rd May 27th June 25th July 6pm

It was agreed there would be no August meeting.

AOB – Due to other commitments Ron Cussons has decided to resign as Vice Chair and so a replacement for Ron will need to be discussed at next months meeting. Many thanks for your help over the last year Ron.