

Green Street Clinic Patient Participation Group

Minutes Tuesday 12th January 2012

PRESENT:

David May (Chair)
Heather King
Helen Burgess

Ron Cussons (Vice Chair)
Tove Sorensen

Daniela Penge
Pauline Widdowson

Item	Title	6 pm
1.	Welcome: Apologies:	A warm welcome was extended to Helen joining us for the first time this evening. Emma Ducklin, Clive Whitburn, Jean Clark, Derek Platt Carolyn Roberts has withdrawn from the PPG for the time being
2.	Minutes of Last Meeting 15.12.11	Agreed
3.	Confidentiality Agreement	This had been previously circulated by email for comment. No changes were recommended and all present agreed to adopt and sign. HK to attach again with these Minutes for other members to sign and return.
4.	Agreement of Patient Survey	This had been previously circulated by email for comment. There was further discussion relating to some minor alterations and the wording to encourage Virtual members. These adjustments would be made and re-circulated for final sign off.
5	Process for patient Survey	It was agreed we would run the survey between 30 th Jan and 6 th February. PW & DM have kindly offered to come in and encourage patients to complete the surveys and any other offers of help would be most welcome (please contact DM or HK if you are able to help, we have no volunteers yet for afternoon surgeries that start around 3pm). HK will organise name badges for PPG members to wear, also clipboards, pens, return boxes and printing of survey. HK & DP will undertake the survey analysis and circulate as soon after the end of the survey period as possible. HK will advertise the upcoming survey on the website (with downloadable forms), practice notice boards and repeat prescription requests. TS mentioned that if we want to do a follow up survey, as long as we keep the number of questions below 10 we could use the free service offered by Survey Monkey.
6	Publicity	Congratulations and well done to Ron for getting us in The Herald and to Pauline for the upcoming advert in The Old Town Crier. Pauline has also secured space for a small article in The Old Town Crier about the work of the PPG; content to be decided later. Thanks also to Jean who recently circulated a contact list of local radio stations with the possibility of a radio slot. Following discussion it was suggested we hold off on this until we have some feedback from the patient survey. David, Pauline and Ron were agreeable to speaking on behalf of the group. There was also some discussion around Twitter and Facebook as a means of reaching the practice's younger population; this may be re-visited at some stage in the future.
7.	New Members	Following the article in The Herald there had been quite a bit of interest in joining the PPG and a new information area has been set up to the left of Reception. HK has already met with a couple of potential new members and is holding an informal meeting on Monday 16 th Jan at 3.30pm with several others.
8.	Date of Next Meeting	9 th February 2012 6 pm – 7.30 pm

Meeting closed 7pm