

Green Street Clinic Patient Participation Group

Minutes Thursday 17th May 2012

PRESENT:

<i>David May (Chair)</i>	<i>Heather King</i>	<i>Ron Cussons</i>	
<i>Emma Ducklin</i>	<i>John Beynon</i>	<i>Andrew Togut</i>	<i>Graham Newby</i>
<i>Pauline Widdison</i>	<i>Tove Bentham</i>	<i>Kathy Bond</i>	<i>Gerry Maguire</i>
<i>Gill Ackerman</i>	<i>Holli Betts</i>		

Item	Title	6 pm
1.	Apologies	Apologies were received from Daniela Penge, Helen Burgess and new member Michaela Hurcomb. Heather gave a warm welcome to new members of the group; Gerry Maguire, Gill Ackerman, and Holli Betts. She also welcomed Philippa Flynn who will be joining the virtual group with David, Derek and Jean.
2.	Minutes of Last Meeting 19.04.12	These were agreed with one name change.
3.	Patient Survey Action Plan: Matters for Update	<ul style="list-style-type: none"> • Extended Hours – In Daniela’s absence, Heather reported that negotiations in relation to extended hours were on-going and she hoped to be able to report back on this (and the appointment system) at the June meeting. • Newsletter – Special Edition - The special edition having been circulated to members it was agreed that this would now be published with the the wording ‘you asked/ said’ and ‘our reply’ replaced with ‘Q’ and ‘A’. Ron’s suggestion regarding a simple logo was accepted. Holli agreed that she would be happy to work on an appropriate design with Ron’s assistance and results would be circulated to members as soon as possible. The Chairman expressed his thanks to Holli. • Newsletter Editor – David had agreed to edit the Newsletter for two editions and was looking to stand down after the June issue. Holli volunteered and it was agreed that she would meet with David. • Additional Services – to be reviewed in June. Heather and David to meet to agree subjects for discussion. Following the report from John and Kathy on miscellaneous items, most of these had been covered in the special edition newsletter and with updates on the website. Additional information was available in the resource folders being compiled by Emma. • Appointment System – Two text reminders will be sent for all clinical sessions (where mobile numbers are held) – one 48/24 hours prior to appointment and one within ½ hour of booking the appointment. An updated list of DNA numbers was circulated; Andrew offered to forward letters used at another practice that are sent following DNAs, these can then be reviewed with the partners. Whilst there was no perfect system consideration would be given to ringing new patients to remind them of their appointments with HCA’s. For reasons of confidentiality it was not possible for members of the PPG to assist with this. Heather reported that a new digital telephone system was now in place with new greetings. This should reduce the time to make appointments and/or speak to a Receptionist. Heather was expecting a site visit in relation to the self-check in system on Monday 21st May and was hopeful that this would lead to a contract being signed. Thereafter a rota of members of the PPG to act as greeters would be drawn up. At check-in, mobile telephone numbers would be collected where appropriate. It was suggested that this rota consist of two-hourly slots. • June Newsletter – David requested topics for inclusion in the June Newsletter be sent to him. Tove suggested that GPs may wish to input, other suggestions included the effect of DNA’s on the availability of appointments and, in the event of a summer, items relating to heat and sunstroke. Thought would be given to including an item on disease awareness days and Pauline agreed to produce an item on the make-up of the PPG. • PPG Assistance – A new notice board was available for the use of the PPG and Pauline agreed to assist with this – photographs of members of the PPG were suggested. Andrew offered coffee table books which may be loaned out. Fortnightly rotas were needed for tidying of the waiting areas (magazines, noticeboards etc) and washing toys.

		Badges were available for members to wear when in the surgery and engaging with patients. David to circulate a calendar for the rotas. Heather said that she would need to reduce her PPG workload and Emma agreed to be the first point of call for new members interested in joining either this meeting or the virtual group. David and Emma to meet and discuss a new pack for those interested in the PPG.
4.	Progress on other Action Plan issues not yet due	To be brought back in June – Appointment system and check-in update. Emma's resource folders would be ready during the following week.
5.	Area for next meeting	Extended hours Appointment System Check-in update PPG Rotas What next for the PPG?
6.	Any other Business	Pauline said she would be doing the copy for the Old Town Crier – probably a new format.
7.	Date of Next Meetings	19 th July, 23 rd August and 20 th September 2012 all at 6.00pm

Meeting closed 7.00pm