

Green Street Clinic Patient Participation Group (PPG)

Notes of the meeting Thursday 22 May 2014 (6-7)

Present: Graham Newby, Daniela Penge, Heather King, John Benyon, Joan Prince, David May

Apologies: Gerry Maguire

Minutes of last meeting (already circulated): Agreed as a true record, and no Matters arising not covered by the agenda.

Feedback from PPG Forum 30 April 2014. John reported that he had attended this meeting, and minutes of the meeting are attached to these notes.

Friends of Green Street Clinic. A coffee and cake meeting was held on 19 May, to review the scheme, and it is being well received by patients, and enjoyed by the Friends. The idea of the Friends facilitating a series of surveys (see item on Plan for the Year) was floated at the meeting on 19 May.

Newsletter items: Heather circulated the latest draft of the Newsletter, which was agreed by the meeting. The final draft will be circulated with these notes, for comment.

Plan for the year: The meeting decided that its plan for the year should be driven by feedback from patients, and that the way to achieve feedback would be to conduct a series of surveys on specific topics. There was discussion about the merits of surveying patient opinion on Hospital services, and it was decided that this should be around specific service changes when they are proposed by the Clinical Commissioning Group, although the lack of adequate District nursing service was highlighted as a current special area of concern.

The programme of surveys was agreed, with quarterly topics, helped by the Friends:

1. Out of Hours Service – to be worked up by Joan & David, and to include reference to the District Nursing Service
2. Same Day Appointments
3. The new on line system
4. Practice Nurse appointments

Although the Surveys are scheduled to last for the quarter, it was felt that key issues would be clear quite early in each survey.

Date of next meeting : Thursday 19 June 6-7