

## **Green Street Clinic Patient Participation Group (PPG)**

### **Minutes of the Meeting Thursday 23 May 2013**

Present: Ron Cussons, Heather King, Daniela Penge, Graham Newby, David May

1. Apologies: Gerry Maguire, Helen Burgess Emma Ducklin
2. Minutes of the meeting of 11 April were agreed.
3. Newsletter: Graham proposed an amendment to make it clearer that Patients always have the option to speak to a receptionist to book an appointment, rather than use the automated system. The meeting subsequently discussed the survey of Did Not Attends which the Practice has been carrying out, and this is still a real problem. It was agreed that an item on this will be included in the Newsletter. Heather & David will finish it off, and publish.
4. Encouraging more participants/work groups/work programme.

Heather advised the meeting that she met Margaret Bell, who has volunteered to look after the notice boards. The meeting expressed their appreciation, and hope to meet Margaret soon.

The information sessions previously discussed – to advise and inform patients, and give the PPG to recruit – have now been scheduled, and it is hoped that PPG volunteers will attend, and provide information about the PPG (a handout will be prepared). Volunteers are invited to join David at the July session, Graham at the September session and Ron at the November session.

Tuesday 16 July 1.30-2.30: Childhood Immunisations, bites, stings and Allergies

Thursday 19 September 2pm – 3pm: Diabetes

Monday 4 November 2013: Minor ailments (coughs, colds, sore throats), what antibiotics don't work on. Heather will work on the publicity for the events.

5. Update on the CCG: Heather has already circulated the invitation from the CCG to a meeting on Wednesday 26 June 2pm – 4pm at the Winter Garden, Gold Room. If you want to attend please complete and return the Reply slip attached to the invitation.

Heather advised the meeting that the CCG have a web site which is easily accessible. [www.eastbournehailshamandseafordccg.nhs.uk/about.aspx](http://www.eastbournehailshamandseafordccg.nhs.uk/about.aspx) or put EHSCCG into your search engine, and contains much information.

6. Liaison with other PPGs: we have been invited to send representatives to Arlington Road PPG at their meeting on 20 June – I think two members would be welcome, so volunteer please contact David.

7. Committee Officers: Graham has volunteered to take notes at our meetings. Ron will continue as Vice Chair until the autumn, and Graham volunteered to act as a second Vice Chair in the Interim. The meeting expressed its thanks.

8. X-rays: (Gerry and Helen emails): Daniela explained that the Practice is dependent on results being sent through from the Hospital and that although the Hospital tells patients that they expect the results in 7 days, this seldom happens in reality. The Practice website and brochure both contain realistic guidance on when results might be expected.

9. Date of next meeting: Thursday 27 June.