

Green Street PPGC Meeting – Thursday 25th January 2018, commencing at 6pm

In Attendance:

Janet French (Chair) (JF)

Debbie Pennington (Secretary) (DPS)

Heather King (Practice Manager) (HK)

Dr Daniela Penge (DDP)

Sue Cook (SC)

Lesley Goble (LG)

Tony Meier (TM)

John Ungar (JU)

Emma Ducklin (ED)

Peter Diplock (PD)

Keith Stone (KS)

Apologies : David May, John Masters, Martin Cannon

For the sake of clarity, JF confirmed that the ‘3 misses and you’re out rule’ from the Terms of Reference and Code of Conduct applied when members didn’t excuse their absence and simply didn’t turn up for three meetings in a row.

Minutes

The Minutes of the meeting held on 21st December 2017 were agreed.

New Build Update

DDP gave a positive update on the approval process for the potential new build.

AGM

After discussion the following was agreed:

- a) The AGM would be held, as previously minuted, on 15th March 2018
- b) Unless the possibility of an open forum presented itself by that date, then the AGM would, on this occasion, be open to the members of the PPGC.
- c) In order to give the appropriate notice, JF and DPS both confirmed that they would stand down – but would be happy to stand again, alongside any other candidates who declared their interest by 15th February.

Second Edition Newsletter

JF distributed the first proof of the second edition for comment. After discussion it was agreed that JF would place an order for 500 copies, front cover in colour with the survey on the back printed in black and white.

The following amendments were also agreed:

- a) Spelling mistake in the introduction to the Group of Voluntary Supporters – assistance.
- b) Under 'Group of Voluntary Supporters', third line: instead of 'supported by a Group of Voluntary Supporters' to state 'helped by a Group of Voluntary Supporters.
- c) On the reverse, Question 2: 'your' and 'for you' is duplication - delete 'for you'.
- d) On the front and back pages – it should be made clear that the survey had a return date of the end of February.
- e) Question 1 – Online booking facility – should have the addition of 'You haven't registered with Reception to use it'
- f) DP confirmed that the GPs and Nurses could be asked to hand the Newsletter out to each patient attending an appointment – reminding them to return the survey to Reception by the end of February. The copies would not, on this occasion be distributed to external venues.
- g) HK confirmed that it would be forwarded to all patients who had agreed to receive the copy by email – JF would ensure HK received an electronic copy from the printers for that purpose.
- h) KS also required an electronic copy of the survey as he would be arranging the Google link for its completion and return.

Green Street Supporters Group

SC and JF confirmed the meeting that has been arranged with the Supporters for 6th February 2018. It will be key to the success of this Group, in terms of the overall reduction in footfall to both Reception and the Practice generally, that some form of 'Lead' is agreed. JF and SC to report back.

Notice Boards and Signage

JF reported that a number of helpful comments had been received from members, when considering the questions to go in to the Newsletter survey, that could be acted upon immediately, rather than wait for a survey response. These items would be raised as part of the meeting with the Supporters to hopefully arrive at more focused and helpful content for the Notice Boards and directional signage within the Practice.

Bank Account

JF confirmed that the address for the Bank Account had now been changed to the Practice address.

Janet French 31st January 2018