

Green Street PPGC Meeting – Thursday 15th February 2018

Commencing at 6pm

In Attendance:

Janet French (Chair) (JF)

Debbie Pennington (Secretary) (DP)

Heather King (Practice Manager) (HK)

Dr Daniela Penge (DDP)

Sue Cook (SC)

Lesley Goble (LG)

Tony Meier (TM)

John Ungar (JU)

Keith Stone (KS)

Apologies: David May, Martin Cannon, John Masters, Peter Diplock and Emma Ducklin.

Minutes

The Minutes of the meeting held on 25th January 2018 were agreed.

New Build Update

DDP gave a further update on the approval process for the new build – all positive.

AGM

It was noted, for the Minutes, that no further nominations had been received for the position of Chair or Secretary. In addition, the Terms of Reference allowed for:

- Self-nomination – JF and DP had previously stated that they were prepared to stand again and this could therefore be taken as ‘self-nomination’.
- A form of voting, as opposed to a specific process – it was agreed that this could simply be a show of hands.

The AGM is to be held at the Green Street Practice, commencing at 6pm on 15th March and would be followed by the normal monthly meeting.

Survey

The discussion related to the survey covered:

- The good response that had been received – both electronically and in paper form. TM would now enter the paper responses on to the electronic version to give the PPGC a full analysis for discussion at the March meeting. KS would organise a presentation.
- The fact that the response so far made it clear that there were issues we could deal with quickly and also give the Practice enough information to drill down on more specific issues in the next survey.
- The timing had been good as it coincided with the Practice push to get more patients using the electronic repeat prescription process.
- The importance of the positioning of any check in process in the new build.
- The additional email, mobile number and consents to receive information electronically that had been received. HK had confirmed that these were being updated on the Practice records as they came in – there was no need at present for a ‘one off’ exercise.
- There was general agreement that a single sheet Newsletter still had the space to convey a lot of information – discussion would be held at the March meeting as to how we convey the results of the Survey to the patient population and whether that prompted a further Newsletter.

Green Street Supporters Group

JF had previously circulated a note outlining the content of the meeting SC had kindly held on 6th February, which had been attended by 5 of the Supporters Group. In this one meeting the following had been agreed:

- One Supporter had agreed to circulate the programme showing suggested busy or quiet times during the day in the Practice, so that various activities could take place at times that would help but not hinder. HK to provide via SC.
- Two Supporters had agreed to review the Notice Boards and JF would be meeting with them separately to take that forward in agreement with the Practice. JF had received further thoughts from PD prior to the meeting on any Notice Board headers for those with young children.
- Two Supporters would cover the cleaning of the toys on a regular basis as well as checking the magazines.
- Support would be provided at Reception to assist with the check in process.

The PPGC then recorded their appreciation of the support and enthusiasm shown by those who had attended on 6th February. SC would maintain the contact list so that a larger group of Supporters could be called upon if necessary for specific tasks.

Bank

JF showed a print out of the bank account which was still showing a balance of £420 – the cheque for £170 had not yet been presented by the Printer which would in turn result in a revised balance of £250.

Date of next Meeting

15th March 2018.