

# **WHITTINGTON MOOR SURGERY**

## **PATIENT PARTICIPATION GROUP**

### **MEETING HELD MONDAY 21<sup>ST</sup> MAY 2012**

1) Present

Tony (chair), Lesley, Melvin, Sybil, Enid, Gwyneth, Maureen, Kath, Val Johnson practice manager, Dr Stoodley.

2) Apologies

Ann Gee

3) Introductions

made

4) Minutes of last meeting

Accepted as a true record

5) Matters arising

Access information not yet finalised, but should be available for next meeting.

6) Feedback from locality group held on 13<sup>th</sup> March and 25<sup>th</sup> April

Lesley and Melvin attended the March meeting and Lesley and Tony attended the April meeting. Lesley gave an overview of the topics discussed at the two meetings. As yet there was still confusion about the workings and structure of the new system but that would (hopefully) be clearer as the groups and tiers of the new system became established. Lesley had various documents that she had received from the Chair of the locality group that explained the framework and structure of the NHS reforms and if anyone would like a copy please see her at the next meeting. Lesley had also volunteered to be minute's secretary for the locality group. It was agreed that there would be two representatives from our PPG who would attend the locality group meetings and Tony and Lesley were elected for the coming year.

7) Steering group feedback – communication – presentation of newsletter

Tony presented feedback from the communication group meeting held on 12<sup>th</sup> March. The newsletter 'YOUR SAY' was presented and the e-mail address for the PPG given (on the newsletter). Tony also said that the group had agreed that the PPG notice board needed to be more 'visible' and to this effect Lesley and he had come up with new headings to go on the notice board that will hopefully get more

attention. There followed a good deal of debate about the notice boards around the surgery and it was agreed that they needed to have headings/titles to alert patients/users of the surgery as to the topic/theme of the information on each particular board. It was also agreed that the PPG would have a notice board in all the three patient waiting areas. The need to try to overcome the problem of representing the needs and views of different patient groups was discussed and will need further discussion at future meetings.

8) Website address

[ppg@whittingtonmoorsurgery.co.uk](mailto:ppg@whittingtonmoorsurgery.co.uk)

9) PPG action plan

The PPG action plan was approved by the PCT, the first stage of enhanced service and future work for the PPG was discussed and would be placed on the agenda as the need arose.

10) Productive General Practice

The surgery had been invited to take part in a pilot study; Dr Stoodley explained what the study was about and what it involved. The aim being to improve the patient experience from entry to exit at the practice. This would lead to streamlining and improving efficiency at the practice. The views of patients and staff would be sought via questionnaires to be completed over a period of time. This will be, initially a broad based exercise the results of which will be used to highlight any changes that need to be made. Therefore each stage afterwards will be more focused on particular areas of change. The first task is to help and encourage patients to complete the questionnaire over a period of one week. Lesley and Tony volunteered to help with this as it was agreed it was a good opportunity to perhaps recruit new members for the PPG.

11) AOB

Tony had written to two ladies who had initially said they would be interested in joining the PPG, but had decided that it wasn't for them, as yet he had not had a response.

A member of the PPG asked if the practice would display a leaflet called 'Dicky Ticker', Val agreed to do this.

12) Date and time of next meeting

Monday 10<sup>th</sup> September 2012 at 6-30pm

Methodist Church

Scarsdale Rd, (Next door to surgery)