



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 12 March 2015 at 18:45 hours**

**Attending:**

(ML) Margaret Lay – Chair  
(HS) Hayley Slatter – Practice Manager  
(SB) Susan Bradford  
(KB) Karen Burgess  
(BB) Beryl Bowles  
(TB) Terasa Beach  
(RF) Richard Fuller – Treasurer  
(RU) Ron Underwood [ronmunderwood@gmail.com](mailto:ronmunderwood@gmail.com)

**Apologies from:**

Dr Heaton  
(DB) David Bradford  
(MC) Maurice Cleary – vice Chair  
(ES) Elaine Sullivan - Secretary  
(CO) Chris Ockwell  
(KT) Krystyna Tworek

Virtual/non attending membership (email only)

**Agenda**

1. Minutes from the last meeting
2. Actions from the last meeting
3. PPG Objectives
  - Patients Survey feedback
  - Educational Evening
    - Job Matrix
    - Updated feedback report
4. Practice Manager's update (standing item)
5. PPG Forum (standing item)
6. Fundraising
7. AOB
8. Date of next meeting

**Welcome and apologies**

Apologies were given for the meeting. Welcomed new member, Ron Underwood, and explained the PPG objectives.



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### 1. Minutes of the last meeting

Minutes of the last meeting were discussed and accepted as an account of the meeting.

**Action: HS** to upload a copy of the revised minutes of the February meeting onto the PPG page on the surgery website.

### 2. Actions from the last meeting (O/S)

Patients survey Interim report. Interim report available at the meeting for discussion (see agenda item 3).

Quote for individual chairs. It was agreed that the surgery would purchase four chairs with arms (quote of £73.44 each) to ensure that there are two in each reception. Once installed the chairs will have a sign above indicating which patients should use the chairs i.e. disabled, pregnant, elderly etc. The PPG will fund the purchase of the chairs from the PPG account.

**Action: HS** to order the chairs and inform ML/RF of total costs - done.

**Action: ML/RF** to issue cheque from the PPG account to fund the new furniture – invoice provided.

**Action: KB** to include update in the next Newsletter - done.

**Action: TB** to include details of the new chairs in the Exec Summary report (see Patient Survey feedback).

### 3. PPG Objectives

Patients Survey.

TB tabled 2 summaries and whilst the PPG appreciate the input as a group it was decided the tabulated paper would be more pleasing to the patients

Educational Evening. Healthy Living (Exercise, Nutrition, Smoking, Alcohol). The PPG agreed a new format for the next Educational Evening, which allowed several speakers 15-20 mins slots to talk about their specialist subject i.e. Stress/Mental Health; Alcohol; Nutrition/Type2 Diabetes. The speakers will also be encouraged to provide handouts. HS will contact the relevant speakers for the next event, which should be w/c 13 April.

**Action: HS** to book speakers - done.

**Action: ES** to prepare posters / supporting documentation - done.

#### Discussion about the evening:

- Email patients who have addresses at the practice
- Tombola – donations required and bring in on the next meeting
- Posters – half a dozen to everyone to distribute out
- Prep for tombola – 14 April at 2pm Hayley/Margaret
- Ron to assist with anything needed on the day
- Fans to be provided because of the temperature in the room
- Photographer not required
- Handouts to be provided by the presenters
- KB unable to attend evening



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**4. Practice Manager's update (standing item)**

Carers Coffee Afternoon. ML/SB to job share as agreed. Next carer's meeting 18<sup>th</sup> April and SB to attend.

June Awareness Carers week – need to publicise/organise PR/advertising.

**5. PPG Forum (standing item)**

**6. Fundraising**

Covered above. Funds will be drawn down from the PPG account and invoice provided to RF.

**7. AOB**

- Newsletter – 27 April – Hayley/Karen
- David to be a virtual member from now on

**8. Date of next meeting:**

Next PPG meeting(s) will be:

Thursday 9<sup>th</sup> April

Educational Evening 15<sup>th</sup> April

Meeting closed at 20:00 hours