

## PPG GROUP

### Minutes and actions from our last meeting. February 11<sup>th</sup> 2015 1.15pm

Present Liz Haynes, Julie Hart, John and Gill Holmes, Linda Burton, Lynn Pucill

Sadly there has been no response to the posters looking for new members to join our PPG but we will continue to try.....

#### 2015 SURVEY

It was agreed that given the drive for Friends and Family feedback that running a full survey would not give additional benefit and therefore we will add the 3 agreed WAM PPG questions to the back of the Friends and family forms. We will aim to get 100 responses during March.

ACTION Liz to arrange for the forms to be available ACTION Julie will collate and feedback at the end of March when back from holiday

#### FRIENDS AND FAMILY UPDATE

The results we have so far have been very good (148 out of 207 responding 'Extremely likely to recommend and a further 50 'likely to recommend).

As yet there isn't enough data to do any deep analysis but we will continue to capture the detail for the foreseeable future.

The next Windsor Ascot and Maidenhead PPG group meeting (2nd April) will focus on friends and family and we'll discuss how other surgeries are using their data.

ACTION Julie to collate the March data in time for this meeting ACTION Julie to ask at the meeting how long will we continue to gather Friends and Family feedback ACTION Julie to ask at the meeting what % feedback is being gathered by other practices ACTION Julie to ask if practice federations are operating

#### POTENTIAL CQC VISIT

We are likely to get a couple of weeks notice of the CQC date and agreed it would be good to run a PPG meeting on the date ACTION Liz to let everyone know as soon as we have a date and as many of us will attend as possible -

We agreed on the following list of the group's achievements:- Disabled access clearly signed Water fountain in the waiting room Higher chairs in the waiting room to help with mobility Active members of the Windsor Ascot and Maidenhead PPG group PPG noticeboard Fundraising activities -CD's and books sales Coffee mornings to try to attract new members Patient surveys for the last 3 years

Future plans to run a memory clinic later in the year and to have a carers evening following the recent changes in the Care act will be discussed at the next meeting

#### EASTER RAFFLE

ACTION Gill and John kindly offered to run the raffle during March with the prize being a basket of 'goodies' to the value of £20.00

#### SPRING NEWSLETTER

We'll aim to publish the newsletter in April. It will focus on the Friends and Family results but please have a think about any other subjects that would be useful to include.

**NEXT MEETING**

We will meet on the 15th April at 1.15 at the surgery.