

## PPG Minutes of Meeting - Monday 12th March 2014

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### **Attending:**

Marvin Molloy, Derek Hulme, Millicent Hulme, Kerry Wragg, Keith Pullin, Eileen Pullin, Ethel Harris, Lynsey Wragg

### **Agenda:**

1. Youth club - Norton
2. 'Call to action' meeting - Britannia Stadium
3. 2014 patient survey results
4. Exercise class - pilot
5. Future plans

#### **1. Youth club - Norton**

Marvin opened the meeting with apologies for the cancellation of the planned February Meeting due to illness. He then told the group of a project he has been working on to open a youth club in Norton, with the opening event tonight. This has taken a lot of time to organize and make happen.

#### **2. 'Call to action' meeting - Britannia Stadium**

Lisa started by describing the meeting attended in January at the Britannia Stadium: "A Call to Action". The event was very useful as gave views of the NHS from varying members within the sector, patients, medical employees, CCG members ect. There were 6 questions asked to each group (roughly 15 tables consisting of approx 8 people) that then were discussed with the whole room, and on a whole, the room's responses were almost the same on how they feel the NHS could be improved and should be run. They also had stands around the room with information on different organizations within the city. A few of these Lisa has passed to Marvin to contact as they were very interested in our events and would like to hold a table.

#### **3. 2014 patient survey results**

The group went through the previous year's survey to see if any suggestions had been made. In response to telephone lines not open until 8.30 - these now open at 8am - 6.30pm. Screen in waiting room having additional information on relating to the practice including details of how patients can register for Online booking of appointment and ordering repeat prescriptions.

The results of the recent survey were handed out. As the PPG were committed to arranging various stands, the past of which included Fire/Safety awareness, Carer's

Information, Breast Screening, Ramadan and for further events to be arranged it had been decided by the PPG to structure the survey around a patients experience of a GP appointment. Discussions took place on the various comments and suggestions made, along with the GP/Managements responses:

**Comments:**

1. Excellent service
2. Reception staff always helpful
3. Prescriptions ready on time
4. GPs explain what I should and should not do

**Suggestions:**

1. Water machine available in waiting room
2. Wider reception so we know which receptionist to go to

**Responses:**

1. Requests for a drinks machine has been raised on several occasions, but the Centre Management Team have refused this request for safety reasons.
2. We have tried to help regarding this by the two surgeries now having individual name plates, but unfortunately, the design of the building makes it difficult to address this any further.

**4. Exercise class - pilot**

Janet has managed to get the fitness group up and running in the community room every Friday morning and we are hearing from the patients that they are very pleased with this.

**5. Aims**

1. Marvin to arrange further stands for June onwards
2. Lisa to attend the exercise class Friday and get feedback