**Minutes of the Park View Patient Participation Group held on July 8th 2013 at Park View Surgery**

**Apologies**

Brenda Lynton-Escreet

**Present**

Sue Evans, George Heaton, Fiona Horsfield, Bill Kitchener , Sue Cox

**Minutes of the Meeting held 23rd May**

These were accepted

**Matters Arising**

Feedback re. Ambleside email consultations

All emails go through an admin hub to check that they are suitable for email consultation ( ie not urgent or need to be seen to diagnose symptoms). One GP only, not very much uptake and somewhat self selected by the GP

Fiona asked about phone consultations at Park View, Sue E explained.

The NHS has issued a document re. NHS/PPG’s, Putting Patients First, a summary document covering 2013/2014, 2014/2015.

Extended access is now available on Tuesday evenings at New Street.

Patient Information Leaflet – on-going. Communication noted as an ongoing problem, discussed who to get the new leaflet circulated to ensure patients are up to date with practice details, services etc.

Respect Barrier ordered for New Street.

Fiona asked re. magazine holders which have disappeared behind chairs. Sue said the chairs shouldn’t be there , she would check. It was also brought up about the waiting room being stuffy, especially in weather such as we are having at the moment. There are floor standing fans which can be used.

Name Badges have been ordered for all staff who need them. Staff are giving their names when answering the telephone

Email addresses, George suggested there could be a generic secretary address for people to contact the PPG instead of all our emails appearing on literature. Sue would look into linking it into the website.

**Newsletter**

It was decided that Sue E would continue to do the Practice Newsletter but George would do a paragraph on the PPG, starting with the autumn one.

**Action Plan**

See matters arising.

**Clinical Commissioning Group**

There will be an open eforum on Tuesday 9th July starting at 12:00 for people to participate in.

**Next Questionnaire**

To be an agenda item at the next meeting

**AOB**

Fiona asked if it was possible to bring what were initially personal matters, but which affected everyone to the meeting. The example she used was when she had wanted a pneumonia jab but wasn’t covered by the practice because of age. It was felt that if it was a problem which may affect people in the practice rather than just one person then the matter could be raised. Sue felt perhaps asking patients’ views within our questionnaire..so as to ensure reflective of practice population and not individuals. Sue keen to establish this is not a platform for personal grievance or complaint but a voice of the patient… Discussed our last questionnaire and asking patients for their views…

George asked what the practice policy was re. people who failed to turn up for important annual check-ups, Sue explained… could this in some way be incorporated into questionnaires.. attending for review and follow up…

The group felt it would be useful to get a member of the CCG to come and talk to us, we have two at Park View, Dr Hacking and Dr Smith.

**Actions**

Sue To try and organise for Dr Hacking or Dr Smith to come and answer questions from the group.

Email to be set up for the PPG secretary, either via website or through email provider such as Google.

Group to bring potential questions for next questionnaire to next meeting.

**Dates of next meetings**

Monday 2nd September 1pm at Park View

October meeting, date to be set in September