**Patient Participation Group, Park View Surgery Milnthorpe**

**Present**

Sue Evans, George Heaton, Sue Cox (secretary)

**Apologies**

Rod Sayers, Chris Johnson, Suzanne Lodge, Veronica Longmire.

**Minutes of the last meeting**

These were unavailable due to the sad death of Mike Prill, former secretary.

Appointment of Secretary :

Sue kindly agreed to take on the role

**Initial Questionnaire, Comments**

1. George asked if all actions mentioned on the questionnaire had be actioned, Sue E said they hadn’t. George then produced a Stoneleigh Surgery handbook, which Sue E said all new patient at Park View received a similar booklet. Sue C suggested every patient be given an up to date copy of the booklet every 2 years.
2. The waiting room still needs to be sorted, very cluttered, although some leaflet holders have been put up and stocked. The notice board still needs doing.
3. Promoting the group. It was decided to contact all Parish Councils within the practice area to suggest to them that they ought to have a representative on the group. Sue E felt our member numbers overall were good, cannot expect everyone to attend, contribution/ feedback is important by whatever method.
4. Sue E was asked if staff wanted to work the extra hours to facilitate evening and weekend working. She said they weren’t keen, late evenings when dark posed a problem, staff considerations where important to the Practice. May review in next financial year.
5. New street Surgery. Sue E said they had looked into aspects of the New Street Surgery building, eg privacy to speak to receptionists, but altering the building would be too costly. Receptionists are very conscious of protecting confidentiality and are aware to clear any queue before discussing confidential matters with patients.
6. George asked about the question in the new survey about email access to the surgery/doctors and was told it would only be to the surgery, then the emails would be forwarded to an appropriate doctor.. Sue E said that phone appointments were increasing and the surgery was doing an audit of phone appointments to see if some people were phoning and then coming in as well. Concern of increasing access, as much as keen to develop various ways of accessing GPs, Nurses and Admin. The work has to be managed safely and timely in Practice.
7. People on the PPG group would be asked how much contact detail they wanted the practice to put on boards etc. Discussions about why promotion of members necessary. Agreed to be the conduit not for complaints, but general feedback or enquiries.
8. George was to look at what we could expect to get from the National Association of Patient Participation Groups.

**Dates of Future Meetings.**

Tuesday March 5th. 5pm Park View Surgery

Thursday May 23rd  1pm New Street Surgery

Monday July 8th 5pm Park View Surgery

The meeting closed at 6:30pm.