

MINUTES OF THE PPG MEETING HELD ON
Friday 22 March 2013

Present:- 6 group members, Dr Lilly, Rachael Stephenson

Apologies 2 members

Chair A Group Member

	DETAILS	ACTION
1.0	Meeting commenced at 11 am	
2.0	MATTERS ARISING	
	Discussed actions – Cost of placing advert in the paper not sourced – Dr Lilly explained about the North Durham primary health care Alliance, which is a group of practices that has been formed to help practices work collectively together to provide services. This could include advertising services such as the survey in the local paper.	
3.0	PATIENT SURVEY REPORT	
	Group felt that the survey report is comprehensive and useful, but feel that the comments need to be grouped into problem areas that can be targeted as problems and addressed. Rachael and the group to identify such trends allowing the practice to consider addressing issues.	
	A group member identified that a high number of patients that filled in the survey were diabetic and highlighted that there were a number of comments that suggested the follow ups for diabetic patients are poorly organised and are delayed. Dr Lilly explained that it is a recognised problem and we are currently running a doctor led clinic but is aware that this is not possible and are starting to look at a nurse led clinic to ease pressures.	
	The group discussed Appendix D and feel that the analysis is good and wonders if these items should be discussed as a group. These items will be added to the next agenda after the changes have been implemented.	
	It was recognised that the results of the survey need to be passed back to be patients and be accessible to patients. It was decided that there will be information in reception that advertises that the results will be published on the website.	
	Group are to look at the points made in the report as it covers important points discussed in the previous twelve months and circulate their views prior the next meeting.	
4.0	PATIENT SURVEY POSTERS/LEAFLETS	
	Rachael to place posters in reception regarding the survey on the website. Content not discussed.	
5.0	PATIENT QUESTIONNAIRE 2013/14	
	Group discussed the collection of patient email addresses and the possibility of inviting them to join the group with the purpose of broadening the range of demographics. It was agreed that Rachael would invite a number of patients to join the group for a minimum of two years, with a maximum 12 members.	
	Group discussed creating a contact list that could be used when sending information (non clinical) to patients that would not include other patients email addresses, complying with information governance.	
	It was agreed that the survey will run on the website all year round to gather as many responses as possible. With the addition of a question regarding consent. Notices and posters to be put in reception advertising the access to the survey via the website.	

6.0 PRESCRIPTION LINE

A group member enquired about the closure of the prescription line and wondered why this was. Dr Lilly explained that it was an issue regarding security and safety when issuing medication.

7.0 TELEPHONE

It was brought to the attention of the group that the telephone number is in the BT Telephone Directory as being the 0844 number. Rachael to inform BT that this had changed before the publication of the new book.

8.0 CCG

One member explained that they had attended a CCG Meeting and another offered to distribute copies of the minutes from the previous two meetings to the other members in the group. Structure of CCG and contact details to be available at next patient participation group meeting.

9.0 The group collectively thanked Auriel Blair for all her work and wish the best of luck to her successor.

SUMMARY OF ACTIONS –

Acquire advertiser costs

Notices for survey in reception

Amend survey on website

Group Member to distribute minutes from CCG meeting to other group members

Acquire contact details and structure of CCG for next meeting.

Group to review report and circulate views prior to next meeting

See action table below

Next meeting 28th June 2013

ACTION TABLE

Actions due in the future

Action required	Lead responsible	Comments
To cost an advert in the advertising promoting our practice website	Rachael Stephenson	Date to be reviewed
Contact list to be created on outlook for patients that did not mind being contacted with various news and information (non clinical)	Rachael Stephenson	(continuous process)
To place notices in waiting area, add comments on jayex board, notices on website, advert in advertiser to inform patients about the practice website and to complete the survey on line as Survey will run all year round	Rachael Stephenson	
Distribute minutes from CCG meetings to group members	Group Member	
To update the survey on the website to include the new question and open all year round	Rachael Stephenson	
To Group together comments to identify trends in problems to address	Rachael Stephenson / Group Members	
Contact BT to inform of incorrect number	Rachael Stephenson	
Group to study report and circulate views prior to next meeting	Group members	