

RIVERSDALE SURGERY PATIENT PARTICIPATION GROUP (PPG)

Meeting at Riversdale Surgery At 6:25 pm on Thursday 1st May 2014

MINUTES

Present:

Chair: Steve Lockwood Minutes: Gerry Knight

Members: Brian Sword, Ann Turville, Mary Dwyer, Linda Cross (Practice Manager).

Apologies: Julie Harrison, Eric Allen, Jeanette Lye, Dorothy Atkinson,

Acceptance of Minutes of Last Meeting:

The 13/03/14 minutes were accepted. Linda to publish on website.

ACTION: Linda

Actions carried over from last meeting:

- Patients have commented that it is very cold near external door in the main waiting room. Linda will investigate screen, perhaps half-height. **ACTION: Linda**

New Items:

- Awareness Weeks/Notice Boards. There has been considerable positive patient feedback about the notice boards. Jess Matthews (practice staff) has taken responsibility for them. Linda said CCG may drive topics for awareness weeks and provide literature, but members could still suggest topics. **ACTION: Linda**
- Extraction of core data. Michelle Barber, Patient & Information Support Manager from NHS Midlands & East has offered to visit for discussion prior to June 30th. This could be a joint PPG meeting with Whitemoor, or an open meeting. **ACTION: Steve**
- Is funding for the practice reducing? Yes. It all comes from NHS England, some via “Public Health” for vaccinations etc. but most is bid for by the practice including enhanced services such as “out of hours provision”. The total is reducing year by year.
- Steve and Linda both reported problems with communication from CCG, from things happening with no communication, to the same thing from multiple CCG sources. The practice and PPG knew nothing about the “Choose Well” campaign and now are being asked from several sources to follow it up with surveys. Steve will send Linda the web-link for the Practice Website. https://www.surveymonkey.com/Choose_Well. Please feel free to reply to the survey. **ACTION: Steve, Linda**
- The CCG seem to want to expand the PPG function beyond support for the practice.

AOB:

- Practice GP changes. Dr Bungay is leaving at the end of June, Dr Crowley leaves at the end of October, and Dr Maronge is joining us on September 1 as a full time GP

Next Meeting:

Thursday 19th June 2014 at 1825 hrs.