

RIVERSDALE SURGERY PATIENT PARTICIPATION GROUP (PPG)

Meeting at Riversdale Surgery At 6:25 pm on Thursday 13th March 2014

MINUTES

Present:

Chair: Steve Lockwood Minutes: Gerry Knight

Members: Brian Sword, Julie Harrison, Mary Dwyer, Eric Allen, Jeanette Lye, Dorothy Atkinson, Helen Aldridge, Linda Cross (Practice Manager).

Apologies: Ann Turville

Steve welcomed new member Helen Aldridge and reluctantly notified the meeting of Jennie Clarke's resignation. Steve registered his thanks for Jennie's involvement.

Acceptance of Minutes of Last Meeting:

The 23/01/13 minutes were accepted. Linda to publish on website.

ACTION: Linda

Actions carried over from last meeting:

- Linda thanked the PPG for assistance with Dr Wood's questionnaire.
- 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. Linda and Mary will take on the notice boards. Gerry will send Linda Event List to see if there is a suitable topic for the notice boards.
ACTION: Gerry, Mary, Linda
- Extraction of core data. Existing Opt-out will be valid when system is implemented.
- Removal of financial support for Riversdale Community Matron to align separate IT system data. Reply from Maxine Rowley did not seem to resolve the problem. Gerry raised it at Health Panel 11-02-14 and it was acknowledged to be a problem. Julie said her work showed lack of complete data was common in several Serious Incident Reviews. Care Co-ordinators had been told not to do this admin work. PPG will write again, with copy to Pauline Latham. Both functions are working well but admin functions will be now be missing from March 31st.
ACTION: Julie & Steve
- Health Panel 11th Feb. Gerry reported two topics. Locality, promoting local services to keep patients out of hospital now. CCG Strategy, developing a longer term strategy for this. Can PPGs have a role?
- PPG Survey. Linda has completed the report and it was accepted. Linda to put on website. Official template refers to PRG (Patient Representation Group), this is the PPG. Main conclusion that Notice Boards **are** significant to patients. Requested Talk Sessions cannot really be accommodated at Riversdale they could perhaps be held with Whitemoor. Linda to investigate.
ACTION: Linda
- Website information slips are now available at reception.

AOB:

- Could individual GP's specialisations be published on website as other practices do? This would enable a patient to book with a particular GP for an illness. **ACTION: Linda**

Next Meeting:

Thursday 1st May 2014 at 1825 hrs.