

Minutes Limes Medical Centre PPG

Date of meeting: 24th August 2015, 6.30 pm, upstairs at the surgery.

In attendance

Alan Lloyd
Donna Cope
David Burrows
Dr J. Southcott
David Hoon

Apologies

Jane Martin

Welcome

Alan opened the meeting by welcoming a new member, David Burrows, to the group.

Thanks to Donna

Thanks from the group were extended to Donna for carrying out a major re-vamp of the PPG Noticeboard in the Waiting Room. All agreed it was a vast improvement.

Membership

It was noted that since the previous meeting Andrea Swanson and Malcolm and Angela Hodges had left the group.

David H to contact each of these people thanking them for their efforts within the group and to offer "an open door" should they ever wish to return.

Function and operation

David B asked about the group functions and how the group decides on topics for discussion.

David B felt that for the group to be effective, things have to be seen to have been done and improvements made. All agreed.

On this theme, Dr Southcott will get Jade to add to the PPG Noticeboard a statement which effectively says "You (or your PPG) asked for longer opening hours and Your surgery is now open at weekends"

Dr Southcott added that disappointingly there were 5 DNAs at the previous weekend. David B suggested that a note stating "... But 5 patients did not attend" should be added to the above statement on the Noticeboard. All agreed this would be a strong message.

Following a discussion, Dr Southcott suggested that the contents of the practice suggestion box are brought to subsequent meetings. All agreed.

Dr Southcott to bring the contents of the practice suggestion box are brought to subsequent meetings.

Patient reference Group (PRG)

Dr Southcott outlined the purpose of the Patient Reference Group as a virtual patient representation group for anybody who would be interested in either raising issues or providing feedback via email to the practice from time to time. The email addresses of PRG members would be held confidentially.

Every patient pack now issued to new patients will include a form which patients can complete if they wish to join the PPG, PRG or both groups.

Dr Southcott to email the form to David H.

David H to append the form to the meeting minutes.

PPG induction

Discussion on the induction of members into the PPG. The discussion returned to a previous one where we had agreed a member of the surgery management team would address the group to explain the management structure of the surgery and how it functions.

Dr Southcott agreed to arrange for a member of the management team to attend at the next PPG meeting (or following one) for this purpose.

David B agreed to review the NAPP documentation and prepare a point by point document which can form the basis of an induction document. The group will have the opportunity to review and comment upon this document before it goes "live".

PPG Survey

There was a long discussion on the next survey. The points which came out of the discussion were as follows:-

- The surgery management would not want an input to the survey. The survey belongs to our PPG.
- The survey needs to have more focus than our last one. Desire to find one subject area and interrogate that.
- An agreed focus area was "wasted doctor's time"/"missed appointments".
- A range of questions shall be developed to interrogate that area.
- Another area was to invite feedback on the on-line prescription system.
- Ten questions at the most.

- Try for “yes/no” questions with a space for comments to be added.

Meeting close

Due to overrun of approximately 15 minutes, the meeting was closed by the chairman.

Next meetings

No date for the next meeting was set. Alternatively, availabilities will be canvassed and the date of the next meeting will be set accordingly.

PATIENT PARTICIPATION GROUP/PATIENT REFERENCE GROUP

We are always looking for new members to join our Patient Groups.

We have an active **Patient Participation Group (PPG)** who meet regularly to develop and improve on practice services.

The **Patient Reference Group (PRG)** is a virtual patient representation group for anybody who would be interested in giving us feedback from time to time. We would contact you via email only.

If you are interested in joining either of the above groups then please fill in the form below. Please specify which group/groups you would like to participate in. **Please be aware that the information given to us on this form will be passed to the chairman of the Patient Participation Group.**

Title Mr Mrs Miss Ms

First Names(s)

Surname

Email Address (you must provide an email address to join the reference group).....

Telephone

Postcode Date of Birth

The information below will help us make sure that we receive feedback from a representative sample of the patients registered at the practice.

Your Gender Male Female

Your age Under 16 17 – 24
 25 – 34 35 – 44
 45 – 54 55 – 64
 65 – 74 75 – 84
 Over 84

The ethnic background with which you most closely identify is:

White British Group Irish
Mixed White & Black Caribbean White & Black African
 White & Asian
Asian or Asian British Indian Pakistani
 Bangladeshi
Black or Black British Caribbean African
Chinese or Other Chinese Any Other

How would you describe how often you come to the practice?

Regularly

Occasionally

Very Rarely

WHICH GROUP WOULD YOU BE INTERESTED IN JOINING

PPG

PRG

BOTH