

Minutes of Patient Participation Group Meeting

Date:	10 th December 2012
Attendees	Practice Representative: Linda Smith - Practice Manager(LS) Dr Liz Morrison – GP (LM) PPG representatives: Lynne Leeming(LL)
Apologies:	Rhoda Andrews (RA) Mandy Rudczenko (MR) Barbara Stirk (BS)

LS Chaired the meeting of the Anstey Surgery Patient Participation Group (PPG).	
<p>Agenda Items</p> <p>1. LS thanked LL and LM for attending and noted apologies from RA, MR and BS.</p> <p>2. The minutes of the last meeting (12th November 2012) were agreed and these will be available for all patients to see via the practice website www.theansteyssurgery.co.uk.</p> <p>The follow on actions were discussed:</p> <p>a -Increase membership of PPG. LL has distributed details of the group to the editors of: Anstey – “Your Local”, “The Forest” and “St Mary’s Church magazine” which has included an article in the January edition.</p> <p>Educational Events, Patient Survey and Facebook - meeting agenda items.</p> <p>3. Terms of Reference: LS has amended Point 4 of the Terms of Reference for the group. This was approved and noted that this is an evolving document to be reviewed as membership increases, and the member’s progress to ownership of the group.</p> <p>4. News from the Practice:</p> <p>LS informed the group of the latest developments at the surgery.</p> <p>a - . SMS Text Messaging. An “opt-out” slip is available at reception for patients to complete who do not wish to receive text message appointment reminders. The practice will switch on the service on 7th January 2013.</p> <p>b – The latest version of the Practice Newsletter is available from reception and on our practice website.</p> <p>c- NHS Health Checks – the surgery will be offering these from January to patients aged between 40 – 74 from January, that do not have any existing medical conditions i.e. Diabetes.</p> <p>d – Staff: From w/c 7th January 2013, Phlebotomy services will be reduced to Monday, Tuesdays and Thursday morning as we will be a staff member short for upto 3 months. Our Practice Nurses will take any urgent bloods on Wednesdays and Fridays.</p> <p>e- The practice is in the process of applying for registration with the Care Quality Commission (CQC).</p>	

<p>5. Patient Survey - LS had produced a set of questions with the help of RA, these were discussed and amended where needed. Two additional questions were added relating to the practice website and Facebook. LS will forward the questions to our website provider to be set up. The survey will run from January until 28th February 2013.</p> <p>6. Health Promotion Events – It was agreed to hold an educational event in February as this is National Heart Month. LS to contact British Heart Foundation for promotional material. LM to source heart models for display. Date and time to be discussed at the next meeting.</p> <p>May 6/5/13 – 12/5/13 – Deaf Awareness Week / Tinnitus Awareness: it was agreed to hold an Educational Event in May. LL will give a talk about tinnitus and LM will bring practice Hear Check scanner along to demonstrate.</p> <p>May – Dementia Awareness Week – the PPG to produce a display for the waiting room.</p> <p>June 23/6/13 – 29/6/13 – Metabolic Disease Awareness Week. LL to obtain promotional material for a display for the waiting room.</p> <p>Diabetes Week 9/6/13 – 15/6/13 it was agreed to hold an educational event.</p> <p>Future Events – October – Mental Health Awareness End of Life Educational Event to include Macmillan Nurse, LOROS & Rainbows (staff availability).</p> <p>7. AOB SMS Text Messaging – LL to provide article for future local magazines.</p> <p>Minor Injuries, it was agreed LS to provide LL information regarding the Minor Injuries that can be seen at the surgery. LL to see if this can be included in a future local magazine.</p> <p>NHS Health Checks – LS to provide LL with details of scheme to see if this can also be included in a future local magazine.</p>	<p>LS/LM ALL</p> <p>LL/LM ALL</p> <p>LL ALL</p> <p>LL</p> <p>LL</p> <p>LS/LL</p> <p>LS/LL</p>
<p>Date of Next Meeting's</p> <p>Monday 14th January 2013 18.30pm – Anstey Surgery Monday 18th February 2013 18.30pm – Anstey Surgery Monday 18th March 2013 18.30pm – Anstey Surgery</p>	