

## **CEDAR BROOK PRACTICE**

### **PPG MEETING**

#### **MINUTES 27<sup>TH</sup> OCTOBER 2016**

##### **1. Introductions**

Julie thanked everyone for attending the meeting. Everyone introduced themselves.

##### **2. What is a PPG and how the PPG goes forward**

Julie explained that in the past the PPG had been a virtual PPG but it is more beneficial for the practice to have face to face meetings so we can work together to improve our patient experience. The PPG is run by our patients and either Julie or Sue will attend.

- **Frequency of meetings** – It was agreed to hold PPG meeting every quarter. Proposed dates for future meeting are:
  - 26<sup>th</sup> January 2017
  - 27<sup>th</sup> April 2017
  - 27<sup>th</sup> July 2017
  - 26<sup>th</sup> October 2017
- **To Elect a Chair Person** – Attendee's were happy to appoint GH as Chair person.
- **Topics Discussed**
  - How to target people to become members of the PPG
  - GPs could help target patients
  - **JW to ask Partners to approach under represented groups**
  - To introduce the PPG via the Website and Newsletter
  - **JW/SW**
  - PPG members to come in and talk to patients in the waiting rooms, to ask what 5 issues patients have via a survey, could be anonymous – language could be a barrier
- **PPG**
- **What support do the PPG need from us**

- Email address for Chair person  
**JW/SW**
- Agenda to be agreed a month before the next meeting  
**SW to liaise with Graham re Agenda**
- Tea/coffee and biscuits for the meeting

### **3. The Cedar Brook Practice – What issues do the PPG have and suggestions for improvement**

- PPG members advised they cannot open minutes etc. on their phones only on computers – needs to be added to the website in a different way  
**SW to speak to website**
- Update Website  
**JW/SW**
- On line Patient Access form for medical records  
**JW/SW to add to website**
- Text messaging does not always work  
**PPG to feedback to JW/SW when this happens so they can investigate specific occurrences**
- Welcome pack to be looked at. Could have information about how to take control of one's own health, advice on what medication one could take for a cold and where to go and get it from.  
**JW/SW**

### **4. Update on current Changes**

- Telephone system – Julie explained that we have been speaking to our telephone system provider and are currently agreeing computer software updates.
- Pharmacist – Julie explained that the practice will have a Pharmacist working at the Practice from mid-November to help free up some of the GPs time, deal with patient medication reviews and help reception with queries.

### **5. AOB**

- GH explained to the meeting about how the Networks work

- Julie gave an update on the inability to book ANY routine appointments at her own surgery and reluctant to allow that to happen here
- Appointment can be cancelled online but not by text
- GH gave a brief update on 5 year plan for GP practices

Date for next meeting 26/01/17 at 6.30pm