**Felmores Surgery**

**Patient Participation Group Meeting**

**9 September 2013**

**Attendees:**

Dr J Mampilly – GP

Dr R Chandel – GP

Maria Mampilly – Practice Manager

Sian Thacker – Practice Admin

Sastrisha Mohammed – PPG Member

Gloria Allen – PPG Member

Kelly Wright – PPG Member

Norman Farmer – PPG Member

Apologies:

Christopher Smith – PPG Member

Barbara Lambert – PPG Member

Debra Wright – PPG Member

ST welcomed all the members to the meeting and all attendees introduced themselves.

**AP = Action Point**

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| **Agenda Item** | **Discussed** | **Attachments / Action Points** |
| 1. PPG Structure | ST Explained to the meeting that there should be a Group chairperson, that could be the spokesperson for the group at any Patient Locality Meetings that may arise.  Kelly Wright Nominated herself as Chairperson and other members agreed. KW asked that as she works full time, if she wasn’t available there could be a deputy chairperson. | **AP – Members to decide if they would like to be deputy chairperson and let ST know.** |
| 1. PPG Development Plan | As the PPG was a new group ST stated that she would carry on organising and minuting the meetings but hopefully as the group grows this could be taken on by the group and a secretary could be nominated. ST asked if the group had any ideas on how they would like to advertise to recruit new members. | **AP – Members to feedback ideas to ST.** |
| 1. Practice News | MM advised the meeting that the next couple of months would be very busy for the surgery. The flu clinics would be starting and there is a new vaccination being introduced for 2 and 3 year old children, the nasal flu vaccine. Patients were being invited to vaccination clinics for these. Plus there is another new vaccine for shingles. Due to the cost of the vaccine, it is initially only going to be administered to 70 and 79 year olds and other ages, between these, would be staggered following this. | **AP – Vaccination Clinics to be advertised on the Practice Website.** |
| 1. Annual Survey | ST asked for members input into the annual practice survey.  Members suggested the following topics for the survey:   * NHS changes awareness * A&E alternatives * OOH service awareness * Text messaging Service * Online registration and repeat prescriptions. | **AP – ST to draft a survey and discuss with members.** |
| 1. AOB | SM raised an issue about Blood Test results and patients worrying when they are told they need to see the GP. JM explained that Receptionists are not qualified to give out clinical information and are told that if anything is urgent the GP would see patient on the same day. Receptionists are following this but some patients will still worry. | **AP – Receptionists to be reminded about Blood Test results over the phone.** |

Date of next meeting – To be confirmed