

# Green Street Clinic Patient Participation Group (PPG)

Thursday 22 January 2015 (6-7)

Apologies

From: Emma Ducklin, Ron Cussons, John Beynon

1. Present: Gerry Maguire, Graham Newby, Joan Prince, Tove Bentham, Heather King, Daniela Penge, David May.
2. Minutes of last meeting (circulated)  
Matter arising: Heather will speak to Partners about PPG involvement in Practice forward planning.
3. Friends and Family Test (HK)  
Heather gave the meeting a paper with the results of the first Friends and Family test survey, which are very good. Only a small number of patients responded and it was agreed that a reminder will be put on repeat prescription forms encouraging patients to participate, and that progress will be reviewed at the next PPG meeting.
4. Update on Commissioning  
Shaping Health and Care Services events – report on October meeting now available on line, and Heather agreed to circulate the link.  
New MSK service: Daniela updated the meeting on this new service, which has only just come into operation. This will be followed at future meetings.
5. Friends of Green Street Clinic – Joan confirmed that there were no burning issues raised in the Waiting Room, but mentioned that Patients were not using the information folders, although she was promoting them. Heather agreed to explore the idea of wall dispensers in order to give more priority.
6. Confirm Representation at External Meetings, and Feedback  
PPG/CCG Forum meeting notes of 26 November are available, and David will circulate copy email with these notes.  
PPG Forum 28 January 2015: it was agreed that there needed to be continuity of representation, and Gerry and Graham will attend this meeting and report back so that future representation can be discussed and decided.  
2020 Vision – Future of Mental health Care event 12 February 2015: it was felt that some knowledge and experience of Mental Health Services was needed for effective contribution to this, and no-one at the meeting felt able to attend.  
  
There was some discussion about the purpose of the PPG, and some disagreement. This will need to be addressed at a future meeting.
7. Next Survey – due to be Online services  
  
Agreed. Also mentioned as issues for future attention were the number of “no-shows”, and the continuing use of A&E services by patients despite the alternatives available, and the publicity recently about pressure on A&E.
8. Recruitment of new Members and Friends:  
  
Discussion deferred for a future meeting
9. Date of next two meetings : 26 February (David gave apologies, and Graham agreed to Chair)  
23 April