

## Green Street Clinic Patient Participation Group

### Minutes Tuesday 18<sup>th</sup> October 2011

#### **PRESENT:**

*Ron Cussons*  
*Daniela Penge*

*Emma Ducklin*  
*Carolyn Roberts*

*Heather King*  
*Tove Sorensen*

Item	Title											
1.	Apologies:	Jean Clark, David May, Derek Platt, Clive Whitburn, Pauline Widdowson										
2.	Group Business:	<p>Following the recent circulation of Voting forms David May was voted in as Chair. Ron Cussons kindly agreed to accept the Role of Vice Chair and Carolyn Roberts the Role of Secretary. No appointment has yet been made for Treasurer; this will be re-visited in the future when the need for this Officer becomes necessary.</p> <p>The Terms of Reference (ToR) as previously circulated were discussed. It was felt that No3 should not be adopted and a further area be added to ensure participants of the PPG appreciate that any commitments made are for the benefit of the practice and the whole practice population. The ToR have been subsequently amended and are attached with these Minutes. If no further amendments are required these ToR will be published alongside the approved Minutes on the Green Street Clinic website.</p> <p>It was discussed and agreed that in the short term the Forum would continue to meet monthly. This would be in order to develop the work plan, gather new members and obtain feedback and opinions from other members in relation to initial ideas. The frequency of meetings will be reviewed in 2 – 3 months time.</p> <p>It was agreed that in order for the group to continue moving forward that a Quorum would consist of any 4 members of the PPG.</p> <p>Annual review arrangements will be incorporated into the AGM in September 2012.</p>										
3.	Work Plan:	<p>An initial Work Plan has been drawn up based on comments, suggestions and ideas from Forum members; these were discussed as the basis for the groups' short, medium and long term objectives.</p> <p>It seems that some areas suggested for improvement are already in operation, these services need to be more widely publicised to patients.</p> <p>Areas from current list with agreement to move forward:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Area:</th> <th>Action Req'd:</th> </tr> </thead> <tbody> <tr> <td>To set up a Patient Newsletter – to advise and inform.</td> <td>CR – Editor</td> </tr> <tr> <td>List of Support Groups Available – to develop a resource area that can be used for signposting.</td> <td>ED - Editor</td> </tr> <tr> <td>Information for Patients – <ul style="list-style-type: none"> <li>• Accessing the right care in the right place, Where to go when the surgery is closed.</li> <li>• Who to see about what (in hours)</li> </ul> </td> <td>HK</td> </tr> <tr> <td>Improved Communication – <ul style="list-style-type: none"> <li>• From Reception when Clinicians are running late</li> <li>• Publicity for the website and online prescription ordering</li> <li>• Gathering of mobile numbers for the text reminder service</li> </ul> </td> <td>HK</td> </tr> </tbody> </table>	Area:	Action Req'd:	To set up a Patient Newsletter – to advise and inform.	CR – Editor	List of Support Groups Available – to develop a resource area that can be used for signposting.	ED - Editor	Information for Patients – <ul style="list-style-type: none"> <li>• Accessing the right care in the right place, Where to go when the surgery is closed.</li> <li>• Who to see about what (in hours)</li> </ul>	HK	Improved Communication – <ul style="list-style-type: none"> <li>• From Reception when Clinicians are running late</li> <li>• Publicity for the website and online prescription ordering</li> <li>• Gathering of mobile numbers for the text reminder service</li> </ul>	HK
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4.	A.O.B	-										
5.	Date of Next Meeting	Wednesday 23 <sup>rd</sup> November 2011      6pm – 7.30pm										