

Green Street Clinic Patient Participation Group

Minutes Wednesday 23rd November 2011

PRESENT:

David May (DM) – Chair
Clive Whitburn (CW)
Heather King (HK)

Ron Cussons (RC) – Vice Chair
Tove Sorensen (TS)

Pauline Widdison (PW)
Daniela Penge (DJP)

Item			
1.	Apologies - Carolyn Roberts (CR), Emma Ducklin (ED), Derrick Platt (DP), Jean Clark (JC)		
2.	Minutes of Last Meeting – Agreed		
3.	Action points from Meeting 18.10.11		
	Area:	Action Req'd:	Completed? Yes/No
	To set up a Patient Newsletter – to advise and inform.	CR – Editor	DM to contact CR to enquire current status
	List of Support Groups Available – to develop a resource area that can be used for signposting.	ED - Editor	DM to contact ED to enquire current status
	Information for Patients – <ul style="list-style-type: none"> • Accessing the right care in the right place, Where to go when the surgery is closed. • Who to see about what (in hours) 	HK	Both items are still a work in progress
	Improved Communication – <ul style="list-style-type: none"> • From Reception when Clinicians are running late • Publicity for the website and online prescription ordering • Gathering of mobile numbers for the text reminder service 	HK	<ul style="list-style-type: none"> • Yes • Yes – in Reception and all waiting areas • Yes – opportunistically at reception and on the telephone and now advertised on practice website
4.	<p>Patient Survey – DM discussed developing a patient survey with the group which could also help promote the work of the PPG.</p> <p>There was some discussion about how the practice could reach the wider patient demographic and the increased use of email, newsletters and practice website were all discussed.</p> <p>TS raised the possibility of a results transmission service available directly to patients from the hospital; HK outlined some of the current issues with the structure of IT security which did not allow the practice to transmit results outside the clinical system but agreed to keep up to date with any developments which would prove beneficial for patients in the future. DJP said it may be possible to develop a system of notifying patients by email if that was their preferred choice. HK said the practice had only recently started to collect email addresses and CW added this would be a good way to distribute Newsletters and Patient Surveys to hopefully reach a wider audience.</p> <p>DM said it would always prove difficult to reach patients who do not attend regularly; HK confirmed that historically the National Survey has only been sent to patients who have attended for consultations in the previous 6 months as the Survey has been based on the last consultation. With no National Survey planned this year it would be up to the PPG to develop a Local Survey which could adequately raise and reflect issues relevant to the practice population.</p> <p>DM discussed other ways in which PPG awareness could be raised and suggested Parish Magazines and other free doorstep deliveries like the 'Old Town Crier'. PW said she knew one of the Editors for the Old Town Crier and was happy to make contact to see if this was possible. Action Point</p>		

	<p>RC mentioned that the Eastbourne Herald also had an information page and that it may be possible to submit to this also. Action Point</p> <p>DM asked for volunteers to draw up a brief statement of the PPG's immediate priorities and CW and PW agreed to do this. Action Point</p> <p>How to gather more members was also discussed and it was agreed that a messages would be placed on repeat prescription order forms. Action Point</p>
5.	<p>Contact with an existing group to learn from their experience – DM suggested attending an established PPG to see what we could learn from them. RC said it may be more useful to get a representative to come to us and it was agreed HK would contact the Lighthouse Practice to see if this would be possible for the next meeting. Action Point</p>
6.	<p>Further work items – Not at this time. It was agreed the group should focus on items already in the workplan</p>
7.	<p>AOB – A distribution list was discussed and agreement reached to circulate email addresses and contact telephone numbers of Forum members. Action Point</p>
8.	<p>Next Meeting – Thursday 15th December 6pm</p>