**PRESTON GROVE MEDICAL CENTRE**

**Patient Group**

Meeting held on Monday 14 October 2013

**Minutes**

**Present:** Karen Lashly (KL), Ian Dyson (ID), Len Grant (LG) Wincanton Chair, Eva Whear (EW),

**Apologies:** Elaine Denman (ED), Dee Williams (DW), John Hann (JH), Ruth Hann (RH), Lesley Fripp (LF),

1. **Ratification of Minutes/Matters Arising**

The minutes were discussed and agreed as correct by the group.

1. **Patient Participation Group Rules**

LC went through the Group Rules from Wincanton and the group agreed some slight changes for the Preston Grove Patient Group. The final draft was agreed and adopted. It was stressed that the meeting should not be used to raise personal issues and problems. Copy attached.

KL to chase up NAPP membership.

1. **Structure and Formulation of PPG**

It was agreed to invite the following to attend the PG from the practice:

* Business or Office Manager ( Karen or Sally)
* A GP
* Admin/Clerical Member
* Practice Nurse

The current PG has 7 members, Ian, Eva, John, Ruth, Deirdre, Elaine and possibly Les. We have also been approached by Preston Park House, (Elaine contacting).

Len to attend next meeting and then Ian to take over Chair. Need to appoint a secretary asap.

To increase the group we agreed to use the poster Kl brought along with some slight changes. :

Poster

Attached to prescriptions

Pharmacy

Give to GP and Nurses to hand out

Hand out with patient survey

Open evening?

Local Yeovil Newsletter, Kl to contact.

We discussed e-mail but have to have consent from the patient to e-mail so maybe difficult.

Name badges for PG available with reception need to ask for photo to be taken/KL to bring camera to next meeting.

1. **Patient Survey**

The group discussed the different types of survey the practice could undertake. We discussed a specific shorter survey with one or two questions on it, the use of the national GPAC survey or the Productive General Practice Survey we used last year. As we had no burning issues affecting the practice it was agreed that repeating the Productive General Practice Survey would enable us to compare year on year as well as covering the two common areas the practice had comments on i.e. waiting time in the waiting room and answering the telephone. It was also agreed to change the suggestion box form to the smile and grumpy faces to get comments to bring to the PG for discussion.

We would try to get at least 300 surveys back and the PG agreed to help out handing out the surveys.

1. **Patient Suggestions/Complaints**

As above to use a new smiley face form. KL to bring non-clinical complaints to each meeting. To also ask staff for any items.

1. **Use of Donated Funds/Fundraising Ideas**

KL still has one ex trustee’s signature to get before the funds will be able to be released to the group. Approximately £10k. Once this is completed. Can then decide on use of funds, we had some ideas: plumbed in water system, high riser chairs, TV in waiting room, couches for new consulting rooms.

1. **Any Other Business**

**Virtual PG** – C/F, need to test it and have someone responsible for it. Think of a question…ask them if they are still interested as not contacted yet. We discussed the idea of a virtual PG in Schools/Yeovil College.

**Patient Health Specialised Meetings** – need to agree some areas.

**PG Board in waiting room** with photos and info. Action KL

1. **Date of Next Meeting Monday 9 December, to start at 5.30 p.m. until 7 p.m.**

* Frequency of meetings – it was agreed to hold them 6 weekly
* 5.30 to 7 seems to suit
* Mondays as more seem to be able to attend.
* To agree dates at next meeting.