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**Minutes of the PPG Meeting held Tuesday 21st August 2018**

10 am Conference Room (Level 3) Cannock Chase Hospital

**Present:** Sam Rasib, David Stagg, Pamela Burlington, Janice Lloyd, Charlie Barrett-McCrone, Sue Andrews.

1. **Minute Secretary:** Sue Andrews agreed to take Minutes of the meeting.
2. **Welcome:** David welcomed everyone to the meeting.

**Apologies:** Geoff Hackett. Sarah Giles. Betty Chapman.

David read out a letter of resignation from Patrick Pincombe. After 10 years of participating in the work of the PPG, Patrick has moved to another surgery but passes on his good wishes to all.

**3. Minutes of the last meeting:** Minutes were distributed and approved.

**4. Matters Arising:** It was suggested that the post of Minute Secretary should be

advertised more prominently in the surgery and on the television screen.

**5. Manager’s Report:**

* **Newsletter:**

Sam reported that the Newsletter may have to be postponed until the 1st October. David is in the middle of writing a chairman’s letter.

* **Flu Vaccines:**

There are no dates for the delivery of the vaccine. Sam is hoping that it will by the second week of September.

* **2018 Survey**

It was felt by those present that thequestionnaire should be limited to 8 questions to make it a) easier for patients to complete and b) easier to collate the results.

David suggested 4 questions:

1. Do you consider the practice is providing good services of care –treatment? Yes/No
2. Is the practice providing a service you see or feel is necessary?

Yes/No. If ‘No’, what is the service you feel is required or needed?

1. Do you understand or are familiar with ordering repeat prescriptions?

Yes/No

1. Do you feel your surgery is reliable and gives you a service for your health needs? Yes/No

All agreed that these were suitable suggestions. Sam suggested adding

questions concerning, appointments; the phone; receptionists; and clinical

staff to make up the 8 questions. This was agreed.

The Chairman reported that he will be unavailable from 18th October until

28th November. Surveys to be printed in the surgery and numbered by

Janice. 374 surveys will be printed in line with previous years. Janice will

collect completed surveys whilst David is away. A list will be kept in the

surgery for PPG members to sign up for sessions.

**6. Group News:**

**Prompt Cards:**

The Chairman has designed prompt cards for use by PPG

Members when talking ‘one-to-one’ with patients in the surgery. The

prompts are regarding the appointments system; online consultations;

available clinics; Patient Buddy Scheme; the PPG.

Sam reported that there is a new locum, Dr Saunders, who at present, works

on a Friday only. Often, patients only want to see Dr Rasib. The ‘online

consultation’ with Dr Rasib on Thursday evenings between 6:30 and 7:30pm,

which can be pre-booked may help.

**‘On The Spot’ Survey:**

David would like to conduct an ‘on the spot’ survey about the PPG asking

patients just 4 questions with Yes or No answers: a) Is Patient Participation

Group external to the surgery? b) Is it of interest to know who the members

are? c) Would you like to see a PPG member in waiting room to help and

support with information? d) Is a PPG member also a patient? David will

send the results to the PPG members by email.

**PPG Board:**

Janice and Pam to draw up a list for 2019.

**New Recruits for PPG:**

We do need new recruits. Members agreed that a general enquiry could be

made when handing out surveys.

**6. Cannock and District PPG:**

David reported on the last meeting and gave a flavour of the subjects

covered.

* + Talk by Duncan Bedford from Derby and Burton NHS Trust.
  + Presentation by Dr Ann Marie Holder on GP appraisal and re-validation.
  + PPG Toolkit produced.
  + Atlas for shared learning.

Date of next of the District PPG Wednesday 6th September at St Luke’s

Church Centre 6-8pm.

**8. Update on Warfarin Services** : Deferred till next meeting**.**

**9. Any Other Business:** Sam reported that the Cannock Network Clinic is

merging with 4 practices from Rugeley and would be called the Cannock

Clinical Alliance. There will be a hub in both Cannock and Rugeley.

**10. Date of Next Meeting:** Tuesday 11th December, at 10am.