**Minutes**

**STOCKTON HEATH MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Wednesday 5 June 2013**

**5.30pm – 6.30pm**

**Present: Karen Wright, Julie Scholes, Alan Mackie, Kit Heald, Ian Mackenzie, Hilary Wood, Dr Zoe Thompson, Dr Gareth Cox, Dorothy Carter**

**Apologies: Bernie Wilkinson, Jack Froggatt, Roy Knight, Susan Scales-Barlow, Heather Miller, Bob Lyall**

* **Ann Jones – step down from Group**

The group were informed of Ann’s decision to step down from the group but her willingness to stay a “friend” of the Practice.

* **PPG DES – successful report**

The annual PPG report in March met the requirements of the Direct Enhanced Services and the Practice received the funding payment in June.

* **Open Day – Saturday 21st September 2013**

**Practice team ideas for open day:**

* Short presentations by different members of the Practice Clinical Team to promote the services provided at the Practice.
* Health advice promotion – testicular cancer awareness; leg ulcer care
* Administration team representatives to discuss their role within the Practice
* Mini health checks – BP/Height/Weight/Urine/Lifestyle advice
* Alcohol intake advice
* Carers’ corner
* Promotion of website

**PPG ideas for open day:**

* Promote website – introduce “youth page” with links to Connexions, local youth groups, medical services for children and teenagers.
* Demonstrations of booking in screen
* Signposting of services for 15 – 25age group and 25- 40 year olds
* Minor ailments advice from local pharmacist
* Demonstrations of services from Reach for Health – healthy lifestyle; Physiotherapist; Pilates instructor; Ramblers Association

**ACTION:**

**Zoe to contact Pilate’s instructor**

**Zoe and Gareth to find websites that can be used during open day**

**Karen to contact Physiotherapist, Reach for Health Team and local pharmacist.**

**Hilary to find contact details for Ramblers**

**Promotion of Open Day: Saturday 21st September 11am to 1pm**

* Use of Docmail to send out different postcards to target patient groups; suggestion to focus on patients who don’t attend the surgery regularly to promote the service we offer. “How can we provide you with an efficient service?” age groups as above. Target age groups who are missing out on health care due to access issues.
* Flyers at local youth groups and college.
* Article in South Warrington News in August
* **Productive General Practice program – Data collection week/volunteers required 17th -21st June 2013**

PPG members discussed the format of the survey; felt it was difficult to follow. Set format by PGP. Volunteers required to help to hand out/collect surveys. Kit confirmed – Tuesday 18th morning; Hilary to confirm. Data collected will help to shape the aims and objectives set by the Practice in the coming months.

*Dorothy agreed to be patient representative on the group. Next meeting for Productive General Practice group is 19th July; details from this meeting will be shared with PPG at next meeting.*

* **Practice Leaflet – suggestions for contents?**

Group impressed with draft of new leaflet – suggestion to include “QR scan” link to website; improve knowledge of and access to website – possibility of introducing more in the future for different chronic diseases or services.

Suggestion to include details about patient responsibility/ownership for own health – what Practice can do for patient and what is expected from the patient.

* **Compliments received at the Practice through May**

The group looked at the compliments received by the Practice throughout May and were informed of the new notice boards displaying the information about “compliments and complaints”.

* **Date for next meeting**

**Wednesday 7th August 2013 5.30pm – 6.30pm to discuss data collected from PGP survey.**

**A further meeting will also be held early September to discuss details of Open Day.**