

MINUTES

Title of Meeting: Patient Participation Group (PPG)

Date: 08/01/14

Time: 2-3pm

Venue: Health Education Room, Avondale Health Centre

Present:	Practice	Patients
	Marie Bryan	Diana Bradley Robert Bradley Jill Atkinson Edmund Ainsworth Carol Smith Christine Kay

Minutes by: Marie Bryan

Item	Topic	Action By
1	<u>Apologies</u>	
2	<u>Minutes from Previous Meeting</u> Minutes not taken at previous meeting in October all actions put onto action plan	
3	<u>Matters Arising</u> All action points had been transferred to the Action Plan	
4	It was discussed regarding taking minutes or adding appropriate actions to the action plan going forward. Members agreed that they would like the minutes to be taken as normal	
5	The PPG agreed to keep the same questions as in the previous questionnaire in order to gain direct comparison data. It was also agreed to add in a Friends and Family question as this will form part of the GP Contract from April 2014. The Patient Survey will be conducted in the surgery over a period in January 2014. All patients attending the surgery will be asked to complete a 2 page survey. We would also look to sending the survey out on line through our website this year	
5	PPG Action Plan	

Please see separate document for updated Action Plan

6 **Any Other Business**

Care.data

Patient data being extracted through care.data was discussed. The Practice had not had a lot of patients asking to opt out, however there would be a media release by NHS England in the next few months. This would be aimed at specific areas at any one time but would eventually cover the whole of England.

Building

Marie informed the PPG of the building status in relation to being rebuilt.

We should know by late April/early May if Avondale has received the funding for a re-build of the centre or whether we will be refurbished

Text Messaging

Marie informed members that the surgery were to continue with the text messaging service but in its basic form, ie patients who pre book appointments would be sent a text 3 days and again 1 day before their appointment. This seems to be having a positive impact on DNA appointments within the 20 – 40 year old age groups.

New Appointments System

More available pre bookable appointments seems to be working as more patients become aware of them. Marie will continue to add this message onto the newsletter.

Joint Patient Forum

Marie informed members that a joint patient forum was being set up by Health watch (a newly appointment body). The first meeting would be on 21st January for anyone wishing to attend.

Patient Self Care

Marie advised members of a new CCG initiative regarding patients self care. Media cover in the form of posters in phone boxes, sides of buses and adverts placed in local newspapers will be rolled out over the next few months. The aim being to educate people in self caring and appropriate access to services. The poster that will be rolled out has gone into our newsletter.

7 **Next Meeting Date** **Wednesday 8th April 2014 2 – 3 pm**