

**PATIENT PARTICIPATION GROUP  
MEETING MINUTES**

**TUESDAY 13th SEPTEMBER 2011**

**Attendees:**

Practice Representatives: VF, CL

Patient Representatives: KB, CC, JF, DG, JP, SR

Apologies: MM, SB

<b>Agenda Item</b>	<b>Discussion /Action</b>	<b>By Whom/When</b>
<b>Posters</b>	Drafts of 4 new colourful posters brought to the meeting by DG for the groups' comments. All agreed that the posters were very effective and required no copy change.	<b>All</b>
	Posters to be laminated Posters to be displayed throughout the surgery and on noticeboard.	<b>D.G J.P</b>
<b>Leaflets</b>	Draft of leaflet brought to meeting by DG for the groups' comments. All agreed the leaflets very effective in particular room for individuals to leave name and contact details on the back.	<b>All</b>
	Quantity of leaflets required based on the cost to be sourced	<b>D.G</b>
	Distribution of leaflets at Flu Clinics on the following proposed dates:- Thurs. 6/10/11 9.30 a.m. – 12.00 noon. Tues. 11/10/11 14.00 p.m. – 17.00 p.m. Thurs.20/10/11 9.30 a.m. – 12.00 noon Tues. 1/11/11 14.00 p.m - 17.00 p.m	<b>J.P &amp; J.F</b>
<b>Text Wording</b>	The group agreed the text message wording for the text message to send out to patients in an attempt to make our group representative.	<b>V.F./C.L</b>
<b>Name Badges</b>	A generic name badge would be beneficial when handing out leaflets to patients and refreshing literature in the waiting room, wording suggested, “P.P.G on Business” or “M.X.G.P. P.P.G.” agreed at next meeting.	<b>C.L</b>
<b>Waiting Room Literature</b>	Acknowledged new system to refresh waiting room literature very effective.	<b>All</b>
<b>Quorum</b>	Discussed and agreed minimum attendance for meeting to proceed 5 and maximum number of members 20.	<b>All</b>
<b>News Letter</b>	Discussed and agreed to include thumb nail of any Doctors' personal achievements and hobbies, to make the letter	<b>C.L</b>

	interesting and less clinical. Also a group photograph of receptionists under the banner of “Your Reception Team”	<b>V.F</b>
<b>Drs. Photographs</b>	Members requested a copy of the previous News Letter to be sent to them.	<b>VF</b>
<b>Council Car Park</b>	Idea discussed to display photographs and names of Doctors and Nurses working at the practice.	
	Concerns over safety and length of time members of the public who are not patients parking in council car spaces outside the surgery. Suggestions:- “Careful Pedestrians“ sign to be displayed. Limit time available to park, staff exempt. Consider sending a letter to the council highlighting concerns.	<b>C.L</b>
<b>Check In Screen</b>	Would be useful when checking in informed of how many patients waiting ahead of you.	<b>CL</b>
<b>New build plans</b>	Patients had asked VF at the last meeting to bring the plans for the proposed development to the meeting. The plans were reviewed. The main concern raised was over parking issues. VF will keep the group informed of any development start dates.	
<b>Previous Survey Results</b>	VF brought results to the meeting from 2005 to date. The group looked at the areas that had improved and the areas where there was still room for improvement. It will be interesting to see if the improvements we have made since the last survey are recognised in the forthcoming survey.	
<b>Email Drs.</b>	Facility for patients to be able to communicate with Drs.by email. Numerous pros. & cons. Guidance to be sourced from Doctors Defence Union.	<b>V.F</b>
<b>Patient Forms</b>	Consideration to be given for a request for a form to be made available for patients to complete prior to appointment highlighting what the patient wishes to discuss with the Doctor.	<b>V.F</b>
<b>Water Machine</b>	Cost of providing a water machine for patients in the waiting room.	<b>C.L</b>
<b>Local Newspapers</b>	Check out latest ruling on local free newspapers being made readily available for patients in the surgery.	<b>C.L</b>
<b>Mobile Tel. Nos</b>	Following mobile numbers for PPG members to contact VF / CL. Please use these numbers only for informing VF and CL of attendances at meetings or email on . Please note that VF is out of the country from 27 September to 10 October 2011 inclusive.	<b>C.L</b>
<b>Next Meetings</b>	Tuesday 18 <sup>th</sup> October 6.30 p.m. – 7.30 p.m. Tuesday 22 <sup>nd</sup> November 6.30 p.m. – 7.30 p.m.	<b>All</b>