

**PATIENT PARTICIPATION GROUP
MEETING MINUTES**


TUESDAY 23 rd AUGUST 2011

Attendees:

Practice Representatives: VF & CL

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

Apologies: MM, ER

Agenda Item	Discussion /Action	By Whom/When
Introductions	For the benefit of new attendees the group introduced themselves.	All
Ground Rules	Ground rules were reiterated and the principles and aims of the PPG agreed	All
Election of Chair	<p>A discussion took place regarding the role of and how to elect a Chairperson. VF confirmed happy to chair first few meetings but moving forward a member of the group would be required to take up this position. A Deputy Chair would also be useful.</p> <p>JP volunteered her services, the remainder of the group agreed to consider if they also would like to volunteer and discuss at the January meeting.</p>	All/January 2012
Secretary	Role of Secretary discussed and it was agreed that either CL or VF would fulfil this role.	CL/VF
Terms of Reference	<p>Discussed and agreed.</p>  <p>\\Emis5444a\ victoria forrester\Patient Part</p>	All
Frequency of Meetings	Discussed and agreed once per month up to and including November. There would be no meeting in December. At January 2012 meeting the frequency of future meetings would be agreed.	All
Quorum	Discussed and agreed that the smallest number of people required to attend before any meeting could take place would be a minimum of 5 people.	All
Annual Review Arrangements	Discussed and agreed that the month of September would be ideal to look at past and present objectives and achievements and re-election of chair and deputy.	All
Work Plan	<p>Eye Catching Leaflets and Posters promoting awareness and new membership of the PPG</p> <p>Group to consider linked theme, design and content of all above. The aim being to promote awareness and in particular attract new members to the PPG.</p> <p>All to bring their ideas to the next meeting for discussion and</p>	All

	action.	
PPG Notice Board	Wall position in waiting room agreed, waiting to be sited.	CL/Sept 11
Waiting room literature	CL to inform Moreton Cross reception team of JP's ongoing involvement in refreshing literature in waiting room. CL and JP to meet to discuss a system to enable JP easy access to literature to be displayed. The group said they had noticed that the waiting room leaflets were looking tidier thanks to JPs input.	CL & JP/Sept 11
Practice Population	Discussion re how to attract new members to make the group representative. VF showed the group the breakdown of the practice population and the breakdown of the current PPG. Groups to target were discussed. In the first instance look to increase the number of females under the age of 40 years and males under the age of 60years. Leaflets aimed at attracting these age groups to be given out to Mums attending baby clinics. Leaflets to be given out at flu clinics. Blanket text message sent to all mobile phone users. Different text messages will be composed to attract different age groups. Limited character space, suggestions for wording so far "Do you care about your Drs. Surgery?" "Your Drs. Surgery needs you!"	All All VF/CL / October 11
Patient Survey	The patients had considered areas of importance to be included in the patient survey this year. Areas of priority were considered to be the consultation, contacting the practice to make an appointment, waiting times, individual feedback to clinicians, a space for patients to write in with comments. The patient group was given a copy of a previous survey used. The patients decided that the previous survey used was comprehensive and would be a good survey to use this year, it covered all of the priority areas identified. It was also considered to be useful to be able to compare trends year on year.	VF&CL/Dec 11
Newsletter	The next newsletter will include PPG news and information as well as promoting the benefits of the automated telephone booking service, core opening hours and extended hours. Distribution will be by attaching to prescriptions, placing the newsletter on seats in the waiting room, having letter readily available at reception and if possible on a stand near booking in screen	VF/CL/01.12. 11
Amnesty	Agreed Patients to be encouraged to return out of date and any unwanted drugs to surgery who will return them to relevant chemists. Photo of drugs, boxes for chemist, patient and staff awareness to be actioned. Prescribing Advisor will calculate cost so that unnecessary waste can be emphasised to patients.	CL VF

New Build Info.	New Build Plan to be viewed at next meeting	VF/13.09.11
Next meeting	.Tuesday 13th September 6.30 p.m. – 7.30 p.m. at the Practice. Please confirm your attendance, thank you.	All