

# PPG Meeting Minutes

Date: 14<sup>th</sup> March 2014

<b>Present:</b>	
<b>GP</b>	Dr Sinclair
<b>Reception Team</b>	Zoe Bere, Reception Manager
<b>Manager</b>	Sharon Gavin-Jones, Practice Manager
<b>Patients</b>	Dorothy Croft (Chair) , Ann Turner, Jill Mingo, Josephine Rogers, Christina Wake, Elizabeth Rapley, Sue Watts, Faye Webber, Moira Harte

<b>Apologies:</b>	Nikki Day
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<u>Topic</u>		<u>Action Points</u>
<b>Minutes of Last Meeting</b>	Not Discussed.	
<b>Survey Results</b>	A copy of the results had been issued to the those members of the PPG who had submitted email addresses for them to view beforehand. The results were discussed and it was agreed that the Practice would put in place an action plan to tackle the lowest scoring issues.	<b>SGJ</b>
<b>Scheduled Meetings</b>	<p>Frequency and timing of meetings was discussed. It was agreed that meetings would be held quarterly and Zoe would liaise with Dorothy to set dates.</p> <p>Sharon suggested that in order to attract younger members it may be an idea to hold some meetings in the evenings. It was agreed that alternate meetings could be held in the evening.</p>	<b>ZB/DC</b>
<b>Newsletter</b>	<p>Sharon issued a copy of the PPG Newsletter from Boutport Medical Centre's patient group. It was agreed that this is a good idea as a forum to provide information to patients. Dorothy agreed to work with Sharon on formatting a newsletter which would grow as time went on.</p> <p>Initial ideas for content are:            Introductions to Practice Team            Introductions to PPG</p>	<b>DC/SGJ</b>

	<p>Questionnaire results  How to Sheet for logging on to the QMC website  Any information regarding special clinics ie, flu  More information on the new Triage system  Did Not Attend numbers</p> <p>Faye also suggested meeting with other PPG's and stakeholder groups. Sharon would find out if there was a forum that they could attend.</p>	<b>SGJ</b>
<b>Patient Survey</b>	<p>It was agreed that the group would start to work towards undertaking a survey in September. Jill agreed to compile a rota for members to attend the Practice one day a month to talk to patients to try and get some feedback on any issues which form the basis to the survey.</p>	<b>JM/AII</b>
<b>Suggestions form</b>	<p>It was agreed that a Suggestion Form would be devised to go back to the PPG, however there should be proper channels for this. It was agreed that the forms would have a `name' on them – query Dorothy?</p>	<b>DC</b>
<b>AOB</b>	<p>Faye felt that it is important to have tv screens in the waiting room to provide information. Sharon agreed and as per the action plan from last year had costed them up but it was too expensive to do this year. It had not been discounted altogether, the project was just on the back-burner for the moment until other options had been explored.</p>	<b>SGJ</b>
<b>Next Meeting</b>	To be Agreed.	