

Heath Lane Surgery Patient Participation Group (PPG) Meeting
OCTOBER 29th 2009

Apologies:

Jackie Smith, Dr G Jenkins, Wendy Edwards

Present:

Roger Ellis, Eunice Ward, Ann Sowman, Janice Richards, Linda Cheshire, Jane Pearce, Margaret Stevens, Stewart Watson, Ann Walsh.

1: Notes from the last meeting

Ann reported the new disabled signs will be erected shortly

Outcome/Action:

Ann: check why Margaret & Ann have not received the minutes by post

Ann: Confirm Jackie's email address

2: PPG Attendance at Flu Day

Members reported being very impressed with the staff's organisation of the last flu day

Patients had seemed positive about the PPG, with many favourable comments about the practice received. The only less positive comment related to the NHS in general

**PPG members briefed on the practice plans to provide the swine flu vaccination
Jane will show interested members of the PPG around the practice at the end of this Saturday's event**

Outcome/Action:

Ann, Roger & Eunice to attend between 0845 & 1115 this Saturday

Jane: Inform Roger the dates for the flu 'catch up' sessions

3: Summary of the objective setting exercise

Results circulated. The only addition to the list was for establishing a walking group

Objectives for year one:

Promote the PPG

Help with Flu Day events

Develop a regular newsletter

Contribute to practice decision making

Year Two

Agreed patient support was suitably provided elsewhere locally

NHS Patient Survey- agreed to comment on

Influencing PCT/ Other Trusts

Social Activities- agreed to set up between members & the staff team

Organising an open day- discuss after 12 months

Sometime

Patient library/ resource centre

All members happy to leave uncovered the areas that had been voted as ‘never’

Outcome/Action:

Roger: Invite John Brown and one of the county reps for ‘walking for health’ to a future meeting to discuss setting up a local scheme.

Roger: develop newsletter with PPG assistance in the new year

Roger & Ann: meet to discuss implementation and report back to the next meeting

Linda & Margaret: accompany Julie to The Maples Surgery to view their in-house television advertising service for patients

Ann: share results when available

Roger & Ann: discuss & sort

Roger: add to future agenda

4 : 10 minute listening exercise

The purpose of the exercise, to ensure that everyone has the opportunity to voice their opinions, was explained. Deferred until the next meeting

Outcome/Action:

Ann: Circulate question for consideration with the minutes

Members: Consider response prior to next mtg.

5: 24 Hour BP Machine- increasing pt. uptake

Agreed location could be better

Add sign to the touch screen to encourage pt's to use

Receptionists to offer to show pt's how to use during less busy periods

Add to the Jayex Board

Outcome/Action:

Ann: Organise actions

Members: Make recommendations about a possible better location

6. NHS Choices

Ann reported the practice was now receiving on line patient comments

Outcome/Action:

Ann; Bring summary of comments to future PPG meetings

7: AOB.

Contacting the practice first thing

Janice reported the difficulties of getting through on the 'phone first thing in the morning; this perennial problem was discussed

Podiatry Services

Stewart voiced concerns over difficulties with making podiatry appointments

Publicising the PPG

Noted that Eunice & Ann report back from the PPG at the WI meetings; this type of feedback in a variety of forums is useful

PPG Members Contact Details

To be updated

Outcome/Action:

Ann: discuss with Ruth in case she can add any useful suggestions

Ann: write letter

Ann: Forward to Roger

Date and time of next meeting:

Thursday 26th November at 7pm, Heath Lane