

PATIENT PARTICIPATION GROUP MEETING (PPG)

HEATH LANE SURGERY June 25TH 2009 AT 7.00pm

Welcome and introduction – Roger Ellis joined the group
Apologies: Janice Richards

Agreeing the objectives of the PPG

The group discussed their priorities for the PPG. Feedback:

The patient has to come first

All patients should be able to approach members of the PPG, who will respond within a set amount of time.

Importance of highlighting what services the practice offers and how it works across a variety of forums (i.e. inclusion in town council information packs, approach various groups (mums and tots/ Age Concern/ WI), add practice leaflet to the town council website; getting in touch with parents at local schools, notice on local parish council notice board, add PPG to practice leaflet)

Listening to patients/ seeing what they need

Promoting good health

Agreed the following objectives:

Advertise to existing and potential new patients

Promote services offered/ identify those that require enhancing or developing

Act as a pressure group

Act as a reference group to comment on new practice initiatives

Act as a link into other local groups/ activities (i.e. walking group)

Election of chair, secretary and treasurer

Chair –Roger

Secretary- Wendy

Treasurer -Linda

To agree amongst themselves what would be a reasonable term of office i.e one year

Ensuring Effectiveness of the PPG

The benefit to the PPG of running the group and deciding their priorities was discussed. It was agreed that the 4 practice representatives would attend the next meeting, but 'sit back' offering comment or assistance when asked or where needed

Advertising the PPG

It was agreed Ruth will designate a notice board in each waiting room for use by the PPG. To liaise with Wendy when they are in place. The PPG will be responsible for maintaining these boards. Agreed a message advertising the PPG to be added to the Jayex board (Ruth)

PPG Membership List

Ann to update the list to include practice staff; email to Roger

Terms of Reference

Ann to consult the National Association for Patient Participation for example terms of reference. To make these available to Roger for discussion and agreement at next meeting

Elderly Care Coordinator

Geth outlined the practice plans to develop this new post. The post holder will visit elderly housebound who are infrequent attendees at the practice to offer a health check and referral to appropriate support agencies if the patient agrees. PPG members thought this proactive approach was a good idea

Date & Time of Next Meeting

Thursday July 30th, 7pm at Heath Lane Surgery