# Minutes of the PPG meeting at Wawn Street Surgery on 1St April 2014

Members present Chair and three other members.

Surgery Staff Mrs. Debbie Hamilton and Mrs. Sharon Tufts,

Doctor Dr. Wilmot for part of the meeting

Apologies for Absence Dr Caroline Gill, Joanne Macauley and five members of the group.

1 patient has resigned from the group

Chairman’s Welcome opened the meeting by welcoming the members to the meeting.

Minutes of the meeting held on 28Th January 2014

Corrections it should read that a new Chairperson and Vice Chairperson had been elected to the group.

Matters arising from the Minutes Discussion took place on whether we were a Patient Reference Group or Patient Participation Group, an information sheet was handed to members showing the difference between the two and it was decided that we are a Patient Participation Group (PPG)

Newsletter - patient questioned the value of the newsletter. It was decided that it was beneficial in promoting events taking place, teaching health education and informing patients of any changes taking place within the surgery. Members and staff were asked to forward any items of interest to him for inclusion in the April/May/June Newsletter.

Practice Report Dr. Wilmot talked about a project she had in mind and would like to put it in practice. She wanted it promoted among the patients as to how much more patients can get out from a consultation which is only 10 minutes. The PPG could put out a patient leaflet with information about the value of the 10 minute consultation time and to come prepared with questions they want answered by their doctor. Suggestion from Mrs. Hamilton was to put out a leaflet with statements starting with “did you know”; this would be a subtle way of getting the message across. Also asking patients to may be write down what they want to talk to their doctor about and make sure that were aware of the importance of time so be ready to walk into the doctors surgery as soon as their name is called out, e.g. taking of their coat before going into the consulting room, and that they could ask for help if they have poor mobility or any other disability e.g. learning disability, hearing or visual impairment Another suggestion was for the PPG to make a cartoon strip.

Representative reports – patient reported from the CCG Patient Reference Group. She had asked the CCG at the meeting on 6th February whether their minutes could be displayed on the surgery’s website. Helen Smith will come back to her after talking to the board members.

Any Other Business Discussion took place reference number of members to concur for a decision to be carried forward and it was decided that this should be by a minimum of 4 members. Meeting closed at 7.15 p.m.

Date and time of the next meeting 27Th May 2014. At 6 PM