**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 5th JUNE 2013**

**Present:**PM - PPG Representative

                   Dr M Delgado                                                                 (partly present – hospice commitments)

                   KH – Business/Practice Manager                                   (partly present – staff meeting scheduled)

**Minutes:** KG – Admin Support B/P Mgr

**Update from meeting held 25.04.13 given by KH** –

**PPG badges** – These are now available for PPG members to wear during their visits to The Practice.

**Online appointments/repeat prescriptions/ BP machine in waiting area** – A letter is being sent out with hypertension correspondence to try to encourage patients to register for our online services and also to use the BP machine on each visit to The Practice.  We are looking at extending this for inclusion with other correspondence.

**PPG membership –** A poster has been put up in the waiting area inviting patients to consider joining  our PPG.

**Patient survey –**KH thanked PM for the work that she had done with PW on the results/audit of the patient satisfaction survey carried out in February.  These findings are now listed on our website for all to view.

**Next Survey –** will be carried out late summer PM asked what our targets were.

Dr Delgado replied that the demographics of The Practice had changed and we provide care for many young families with children.  Could we target this specific group.

PM felt that it would be a good idea to target specific groups rather than collective patients as she didn’t want to keep asking the same questions on every survey or the same age range.

Questions were discussed and will be agreed between our PPG members and KH prior to them being put to the patients.  PPG members will target child development/immunisation clinics for participants to complete the survey over a period of weeks.

**Healthwatch Meeting Feedback –** PM attended the Healthwatch meeting on 15th May to represent The Practice.

Many practices are struggling to recruit PPG members with some practices being unable to recruit any at all.  It was felt that a factor may be the timing of the practice meetings which are usually held between the hours of 9am-5pm when many patients are working.  KH said that if we had a prospective PPG member who due to work commitments could not attend in this timeframe, we could hold our PPG meeting in The Practice in the early evening to accommodate this fact.

It was proposed that future presentations for consideration would be:

Incontinence talk

End of Life

Next Healthwatch meeting is scheduled for 10.07.13 @ 5.30pm – South Shore PCC. PM is free to attend.

Full minutes of this meeting will be distributed to PPG members once they are received at The Practice.