**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 14th AUGUST 2014**

**Present:** P M –PPG Representative

P W – PPG Representative

Karen Hirst– Business/Practice Manager

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

**PPG:** Made reference to the recent patient survey carried out at The Practice and enquired if we were happy with the results.

**KH:** Replied that the results were very good and pleasing.

**PPG:** Advised that at the last meeting of Patient Participation Group Network (PPGN) it was noted that surveys are no longer part of the remit.

**KH:** Said that they are sometimes useful.

**PPG:**  Advised that at the recent PPGN meeting, privacy for patients speaking at reception was highlighted as a problem at some practices.

**PPG:** Asked if we had a notice advising that patients can discuss personal matters in private and how we would deal with this problem.

**KH:** Advised that we used to have a privacy booth however to make way for the new consulting room, this had to go. Thought is being given to how we can again offer this service. Options are:-

1. We could install a stable door opening in the door at the end of the corridor leading to reception.
2. We could use a consulting room however although this would be acceptable the majority of time, there is a concern that this option could place staff at risk from confrontational personalities.

**PPG:** Asked if we had any counsellors attending the Practice ie CRUSE, CAB etc

**KH:** Advised that our GP’s usually talk to/with patients and will make reference/referrals to appropriate agencies and support groups as necessary

We have both Citizens Advice Bureau and Horizon attending on a weekly basis.

The Practice does have an information folder with relevant contact numbers/ opening times/ information for various public services/health services which may be of use to patients and this can be accessed via reception.

**PPG:** Thought that it may be an idea to list these contacts on a sheet which could be given out to patients attending for their flu jabs.

**KH:** Will consider this and advised that flu letters will also be used to gather patient information in order to assist in keeping our records up to date.

**PPG:** Advised that all practices should now have a PPG. Last count was 17 of the 22 practices in Blackpool had representatives.

**PPG:** Would like help to think of 2 ideas which would be beneficial to The Practice which they could put forward at the next PPGN meeting.

**KH:** Suggested that it would be good to have a named social worker attached to The Practice as many of our patients have social issues rather than or as well as health issues.

**PPG:** Enquired whether KH thought that an Open Day would be of benefit to The Practice

**KH:** Advised that this question was asked on the recent Patient Survey and it wasn’t highlighted as something that the patients would want.

**PPG:** Thought that the attendance level would be very low and coupled with staff costs etc, it was agreed that this would be of little benefit to the patients.

**KH:** Patients can take their BP/weight whenever they require just by popping into the Surgery.

Brought forward from last meeting:-

**KH:** Will prepare a poster promoting our Nurse Practitioner ZOE. The delay for this is due to both Zoe and KH being on annual leave and Zoe only working part-time.

**Diary Dates:**

**PPGN:** Meeting on 17.09.14