

Patient Participation Group

3rd February 2015

Present: J Spratt, H Spratt, Y Evans, K Johnson, S Woodings (Practice Manager) Chairman I Gibson
Minutes recorded by the Chairman

1. Apologies

C Williams, B Hughes

2. Minutes of last meeting

Minutes of the last meeting were unavailable,

3. Matters arising

There were no matters arising which would no be covered in the agenda

4. Introductions

The meeting welcomed Mr Keith Johnson, Mr Johnson is an experienced campaigner on medical issues and, whilst he was happy to join the group he hoped that the group could be more professional and that we could be more prompt in our start time.

The meeting welcomed Ms. Sandy Woodings, the new Practice Manager, who brought a new dimension to the meeting by bringing views from the practice.

5. Web site

Ms Woodings explained the difficulties experienced in setting up the web site. Its launch would be within the next two months. The site would have a section devoted to the PPG and would eventually allow patients to book appointments on line and would allow for the electronic issue of prescriptions. She gave the meeting information about the surveys carried out by the practice and also about DNAs (those missing appointments) and there was discussion about how the group might assist in publishing information and suggest actions to improve attendances. The meeting thanked Ms Woodings for he presentation.

6. Facebook Page

The chair produced examples of Facebook pages produced by other PPGs and suggested that our group might produce our own Facebook page. He explained that it was a useful way of providing information about the practice, the PPG and other information about health matters. The page would be accessible to all and would allow users to make comments and ask questions and receive answers. The management of the page would be the responsibility of the PPG group with oversight by the health professionals. Ms Woodings expressed concern about comments by and about staff at the surgeries. The chair said that, though the page would be open to all, it would not be open to abuse and the privacy of staff would be maintained. The meeting asked the chair to design a page for approval by the practice and the next meeting.

7. Meeting of CCG group

The chair reported back on the CCG meeting at the last meeting of the group and informed the meeting of some matters which the CCG group were considering. None of these affected the work of our PPG. A meeting had been arranged for March at a venue to be decided. (This has now been re-arranged for June.)

8. Information leaflets from practice

There was some concern about leaflets at the Hanley Surgery which were out of date and badly designed. Chair and Ms Woodings to look at these.

9. Matters from practice

The practice wished to hold an event involving outside organisations. This would take place on a Thursday afternoon. A considerable amount of publicity would be needed and may involve other PPGs. An air conditioning unit had been fitted at Abbey Surgery and this should solve heating problems. There is now a noticeboard at Abbey Surgery. The information of the electronic noticeboards has been updated and now contains information on DNAs,

10. Matters to practice

The meeting was pleased that we now had a contact with the Practice and thanked Ms Woodings for her input.

11. AOB

The time of meetings was changed to 2.30 pm

12. Date of next meeting