

# **Minutes of Patient Participation Group Meeting**

**Tuesday 12<sup>th</sup> November 2019**

**Present:** Mel, Ann, Michelle, Elaine, Nick, Carole, Julia, Karen

**Apologies:** Janette

## **Welcome**

Welcome to our two new members, Nick and Elaine.

## **Minutes from last meeting**

Michelle advised that she had emailed the amended newsletter. Karen advised that she had not received it. Karen will email to Michelle the amount raised for Macmillan funds at the coffee morning, together with details of the hearing aid adviser who attends the surgery once a month. Michelle will update the newsletter and send a copy through to Karen.

## **Carer activity**

We have 271 carers. We have made contact with Silverstone UTC School and Northamptonshire Carers. 55% of our carers have had the flu vaccination.

## **Friends and family review**

5 responses. All very good. Ann offered to do one of her verbal surveys with the patients. This offer was received gratefully.

## **Macmillan coffee morning**

At our Macmillan coffee morning we raised £179.33 for Macmillan Cancer Care.

## **Park Run**

On 9<sup>th</sup> November approximately 15 members of the Towcester Medical Centre team took part in Park Run either as participants or volunteers. We discussed the advantages of Park Run, and the fact that the Park Run survey showed the greatest benefit in terms of wellbeing was for people volunteering at Park Run, more so than people participating.

## **Newsletter**

We discussed possible items for future newsletters. Nick will send a copy across to Michelle for an item on "winter blues". In the January newsletter we could have information about the out of hours service, and dentists.

## **New patients**

Elaine suggested providing information for new patients. Karen will check whether our new staff members, the mental health worker, the pharmacist and the social prescriber are shown in the patient leaflet. It would also be useful to have information about the procedures at this practice. Any feedback from new patients or old on how we can improve the patient leaflet or the information given out to our patients is most welcome. There is also information on our website which is [towcestermedicalcentre.co.uk](http://towcestermedicalcentre.co.uk). Again, any ideas for improvement are gratefully received.

## **Survey**

We discussed carrying out a patient survey in addition to the verbal survey which Ann will be doing. The group asked whether the survey could go as a link on a reminder text. KW will check with our data protection officer whether this would be permitted.

## **Speakers**

Mel advised that he'd seen a flyer for St Luke's practice who had advertised a speaker coming to the practice to speak to patients. This had been organised by the PPG. Karen will find out more about that. Elaine advised that at her previous practice the PPG had been invited to view a private facility. There was also a suggestion that our GPs could provide a talk to the PPG on an interesting subject. Michelle asked whether Dr Nicola could explain the referral system when she joins the group next month. Please let Karen know of any other speakers you think would be of interest and Karen is happy to invite them along to our meetings.

## **Help with the carers**

Nick suggested he may be able to put on a talk on mental wellbeing for carers. To be discussed further.

## **Next meeting**

Our next meeting will be on 10<sup>th</sup> December at 6:00 p.m. Elaine has given her apologies.