

MINUTES OF MEETING
PATIENT PARTICIPATION GROUP MEETING
Wednesday, 2nd November 2011

Present:	Paul Kelly	GP Partner
	Stuart Priestley	GP
	Dan Bennett	GP
	John Inmonger	GP
	Anil Madan	GP
	Jeanette Millward	Practice Manager
	John Moxham	Chairman
	Marjorie Miller-Fieldhouse	Secretary
	Wendy Stevenson	
	Alison Sergeant	
	David Gregson	Deputy Chairman
	Paula Gould	
Apologies:	Carole Coole	Deputy Secretary
	Tracy Robinson	Reception Manager
Resignation:	Keith Warburton	

Item 1: John Moxham (Chairman) opened the meeting welcoming the Practise doctors, a quick introduction from all present was given.

Item 2: Apologies Received from: Carole Coole (received via email)
Resignation received from Keith Warburton

Item 3: Minutes of last meeting: these were read through and accepted by John and David.

Item 4: Patient Survey.

294 completed: (71 completed one side only). Survey monkey less than 20 completed.
A good return showing positive results, with few negatives.

- The highest scoring result was the question on Recommending the Practise
- The most interesting was the question of Choice of appointment/doctor
- The Age related question showed the highest % targeted to be the 60+
- Good opinion on the transition to the new building
- Improved waiting time/appointment times

Item 5: Doctors Meeting. The following feedback was given to the PPG

- Delighted about phone results
- Thought transport question results interesting, 30% using the bus service thought it was poor.
- Pleased with comments about the reception area being "calmer"
- Question on improving reception area showed patients happy with it
- Waiting time to see the receptionist was acceptable

The doctors are very happy with the overall results of the survey. The following recommendations from the survey were agreed.

- Working/Young persons open surgery: to be held during an evening. Strong possibility of a trial to be advertised via the next newsletter.
- Drop in sessions: offering advice and information on various services available.
- Open morning/evening: Social event aimed at changing opinions of the younger generation

Item 6 It was agreed that the next survey would be held in about 12 months time, looking at parking, what patients want in a practise. Need to look at other clinics for completing the survey to try and target other age groups. The practise does have a large % of elderly and would like to attract patients from the 20-30 years group. A discussion was held on attracting younger patients to the surgery via advertising, open morning/evening.

Item 7: Involvement in Flu Clinics. Very successful, the doctors and nurses very pleased. A good show case for the PPG, generating good vibes. Acted as greeters and also issuing Questionnaires. The group also helped the staff, not much waiting time and ran very smoothly.

Item 6: A.O.B.

- Picture board: still under discussion, would show structure of surgery including the background staff, would help identify staff who patients do not know
- Local Residents survey: to carry out when the building is more established (6/9months). Ask what differences they have noticed since the building opening, identify if it is a negative perception, is the emergency lighting an issue, is parking causing problems. Is it feasible to liaise with the other surgeries for this survey.
- Facebook/website/newsletter: publish survey highlighting main findings and action plan for negative points.
- Advertising feature to appear in local newspaper
- Paintings for reception and corridor areas completed by local art students ready to be put up.
- Joint Meeting with the other PPGs in the building to be addressed in the new year.
- Poster to be displayed about the PPG and inviting others to help but not serve on the committee
- PPG to be included in the next newsletter and group pictures on the notice board explain about the group and its role.
- Suggestion box
- Website/Poster: recruitment invitation for a new PPG member, also for "friends" of PPG volunteers to help at larger events
- Next meeting arranged for Wednesday, 8th February 2012 to produce Report