

Partners:

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Minutes from Meeting 13th July 2011

Welcome, attended by Dr Joanne Heague, Pam Husband, Martin Rowlatt, Sarah Wing (surgery team)

Mike Newman, John Smith, Mike Wilkins, Betty Willmot, Colleen Jenkins & Susan Scola
apologies: Nuala Danquah, Shirley Ringrose & Heather McCorkmack (patient representatives)

- Minutes from previous meeting agreed by all.
- Group agreed the Terms of Reference and Membership of PPG (patient participation group)
- Group proposed Chairman to be Mike Wilkins, which was accepted and Secretary to be Pam Husband, which was also accepted.
- ***Group discussed patient survey that needs to be produced and given to patients registered at the practice, discussed the key areas of focus that should be on the survey:***
 1. Level of satisfaction,
 2. Appointment system & times
 3. Reception
 4. Opening times
 5. Parking & access
 6. Prescription ordering system
 7. Test results and letters, understanding the system

Martin will produce a survey to be discussed at the next meeting taking into account the above areas.

- ***Discuss how to involve all patient groups ie young people onto the PPG,***
 1. Set up notice boards asking for interested volunteers
 2. Give out flyer from GP or nurse if interested
 3. Ask friends, neighbours if anyone interested
- ***Any Other Business***
 1. Group asked what input we can have to local services with regards to the new GP consortium that is currently under discussion, Martin said that patients do have representatives on the board but also they can flag up issues through the PPG that can then be forwarded to the consortium via the GPs or practice manager.
 2. Patients also asked about the lack of knowledge most patients have with regards to the appointment system, hospital discharge procedures and letters etc. and discussed that the PPG would set up a notice board in the waiting room which can be used to inform patients. Also discussed at sometime in the future that we could arrange lectures on healthcare inviting guest speakers and inviting all patients to attend.

Date set for next meeting is 17th August at 2pm at Stenhouse, any topics for the agenda to be passed to Pam who will let Mike know.