

Minutes for Patient Participation Group Meeting on Tues 30th July 2013.

List of those present:

Patients: Nicola Roome, Neil Sheringham, Harry Wood, Peter Clark, Ray Cooper, Pam Cooper, Barbara Rickwood, Marie Gingell, Barbara Britton,
Deputy Practice Manager: Julie Dennison
GP: Andrew Warsop

1. Introductions
2. JD outlined the agenda for the meeting.
3. AW led a discussion regarding the progress of the group and the aims of PPGs in general and suggested that, ideally, it should be self-organizing. It was agreed that it would be better if meetings were more frequent. It was also agreed that the patients could opt in to sharing emails to facilitate effective communication. It was agreed that in future there would be a pre-meeting of patients three weeks before the full PPG meeting in order to prepare for the full PPG meeting. This would be at 6pm. PC suggested that certain items (such as appointments) could constitute a standing agenda. JD apologized that the last survey had been produced and conducted quite rapidly. It was pointed out that the next Patient Survey results need to be produced by the end of March 2014.
4. JD led a discussion of the action points which were arrived at from the last Patient Survey. It was agreed that all the action points had been addressed apart from the issue of online consultations. NR pointed out that these may be particularly helpful for certain groups who find face to face consultation more difficult. JD then went on to give an update on the recent changes to appointment arrangements, duty doc and triage work and the telephone answering service. Everyone contributed to a general discussion about the possible benefits and pitfalls of telephone consultations.
5. Other items: HW pointed out that it was difficult to flag up issues for the practice to remedy- the email system was too cumbersome. It was agreed that the practice would try to streamline this process. BB pointed out that there were some access problems with the ramp outside the surgery and at the entrance to Rickman's pharmacy. It was agreed that an item to be considered for the agenda for the next meeting would be the written comments from the 2013 survey. HW expressed disappointment that there were no staff photographs in the waiting room but he was pleased that these are now on the practice website.

Next pre-meeting 17.9.13 6pm Next full meeting 8.10.13 6.30pm