

Minutes from Patient Participation Group Meeting

Thursday 10th January 2019-12.30pm

Present- David Green, Mary Hodgeon, Sue Ashton, Michael Reilly, Trevor Edwards, Julie Nicholson, Roy Williams, Dr Youatt, Debbie Swain, Lisa Marsden

1. Apologies for absence

Ernie Hunter

2. Approval of minutes of the previous meeting

Ok.

3. Matters arising not in agenda

None

4. Report by Practice Manager

a- New text messaging service- MJOG- Discussed rota for group to come into surgery to sign up patients. David will draw up rota and email round.

b- Demand Survey- starting again on Monday 11th Jan.

c- Receptionists- changing job title to `Patient Co-ordinators`. Also having overhaul of how patients are triaged/signposted and how to streamline calls better. Private company coming in to do training.

d- Extended Access- We are now offering a Sunday appt service at the Urgent Care Centre until end of March. Dr Wathen and Dr Cusack will have 16 routine pre-bookable appts.

5. Newsletter

Discussed. Send any comments or suggestions to Michael by Thursday 24th Jan. Group to meet at Sue`s house @ 2pm on 24th January.

6. Surgery-letters update

We are now using new letter already discussed/amended. Want to look at path letters next. Sue to co-ordinate dates with Sarah for further meeting in February.

Sarah is currently going through Practice booklet that Sue has kindly redone. Will have small batch printed professionally.

7. Mid Notts PPEC, PPG Networking Event

Presentation from David went ok.

Does anyone want to go to Care & Citizen Networking Event coming up. Julie said she would be happy to attend and report back to group.

8. Bogus email from CCG

David received scam email claiming to be from CCG. To be aware not to open.

9. Update from VPG(virtual participation group), PPEC and FPI(forum for public involvement)

a- VPG(Sue)- has a new member so currently has 30 . Surgery website needs revamping, Sue to prepare something for next meeting.

b- PPEC(Mary)- not met since last meeting. Nothing to report.

- Feedback from CCG reg issues raised at last Networking meeting- David queried not received bowel screening pack for us to promote in-house as yet. Sue will have a look online. Also discussed getting information to patients. We can't via email so need to look at other ways eg text messaging, facebook, website.

- c- FPI(Trevor)- attended meeting at KMH. Discussed number of issues.
 - Lack of bursary's available to student nurses.
 - NHS long term plan that has just been published by Government.
 - asked for input into letter given to patients that has operation cancelled at short notice. Wanting more personal touch.

10. NAPP report

Nothing to add.

11. Report on Mary`s attendance at Dr`s meeting

Is coming to meeting on Friday 1st Feb at 8.30am to discuss mental health services in this area .

12. Walking Group report

Ok.

13. Notice Board report

New demand survey has been updated. Sue to update new members list .

14. Any other business

- Website needs updating. Better explanation of PPG/VPG. Sue to look at and discuss with Sarah.
- Looked at PPG group annual activities diary. If have any additions please pass to David before next meeting.
- On-line appts only updated once daily. Will look at.

15. Date and time of next meeting

Agreed to change to 3rd Thursday in the month starting at 1pm.
Thursday 21st February at 1pm.