

Minutes of Patient Participation Group Meeting

Tuesday April 28th 2015.

Attendees: Mike Coates, Barbara Talbot, Joanna Vincent, Andrew Wenley, Rachael Nixon, Jacqueline Carroll, Sonja Kerridge, Anita Glanfield, Karen Bell, Dr Zoe Barber, Dr Hella Simper

Apologies from Steve Trinkwon.

- 1) Minutes of January 21st 2015 meeting accepted.
- 2) The recently appointed GP Partner withdrew from the post. Dr. Tim Barger has taken up a part-time position. An advertisement has been placed for another Partner, and a Nurse Practitioner with specific skills. In response to a question ZB said that patients can be reassured of quality treatment.
- 3) ZB observed that practice representation at a NAPP conference could be useful. HS stated that funding of attendance should be raised at a doctors meeting.
- 4) During the PPG Awareness Week members will spend time in the surgery raising awareness and answering any questions. MC is prepared to be present Wednesday pm, and Thursday am. Volunteers for Monday am/pm, Tuesday am/pm, Wednesday am, and Friday am/pm will be gratefully received. Please confirm via the surgery.
- 5) General information and new initiatives can be placed on the website and surgery screen without need for paper. The website is easy to access and navigate, and patients should be encouraged to use it. This could be emphasised during Awareness Week.
- 6) Electronic record issues are still being worked on. Until staffing issues are resolved completion cannot occur.
- 7) Responses to the Friends and Family Test on paper have declined, but via mobile are better. Overall 90.2% per cent would recommend the Practice. Most negative responses were directed towards appointments access. ZB noted that this reflects national trends.
- 8) AOB. The practice has a new website which it can amend itself. Issues such as appointments, repeat prescriptions and survey completion can be done online.

Patient Suggestion Box comments

- We received a comment thanking us for the Drs, Nurses and Practice Managers section on the PIPS screen but asking where the receptionists are. *The team photograph is a good idea, but all ancillary staff should be included subject to their consent.*
- We received a comment suggesting we display some art/pictures or poetry on the walls. *Whilst picture and poetry displays in the surgery is a worthy idea it is not a practical proposition.*

Next meeting Tuesday July 14th at 12.00 noon.