

Patient Participation Group – 23rd March 2017, 4.00pm

Minutes

Apologies: CY, PS

Present: AH, ST, LB, KS,CS, CW, TG, Anita Hampson- Practice Manager, Dr Mark Salisbury

1. Introductions and welcome Apologies	All
2. Minutes of last meeting 190117	Anita Agreed – new patient information boards now in place in all 3 waiting areas.
3. Dementia Service Evaluation	Evaluation circulated, clear evidence of service working and as charitable donation received, and Partners agreed to fund, service will continue in 17/18.
4. Car Park	Issues with using car park when not visiting or after to the surgery. Little we can do in terms of investment in technology or staff to monitor. Worth looking at leaflet drop at peak times Thurs Am or school pick – Any member of PPG happy to help, contact Anita
5. PPG Board – Costings review	LB/ST and AH had updated PPG board with costing of various services within the Practice, numbers discussed
6. PPG Open Day Suggested date 15/6/17 <ul style="list-style-type: none"> • Timings • Format • Staff involvement 	Agreed date 6/7/17 From 3-7pm. Between 6-7pm, 1-2 Partners to do a Q&A “ask the doctor” Clearly not a medical/personal issue. AH to discuss with Partners During day time, refreshments to be served, incl. cakes etc. Demos of POD, S1 online, website, dermatoscope, CPR model, meet receptionists highlight issues such as Sainsbury’s for BT, car park Need to look at publicity etc. – AH to do via email
AOB <ul style="list-style-type: none"> • Tel calls vs face to face appointments • Staff Updates • Prescribing Survey • PPG Boards 	Practice will be trialling using tel appts rather than face to face for a few appointments per week for next month, to see if helps to increase capacity and give patients more contact with GP of their choice. Staff Update – Sr Bodenham retiring at end of March, new nurse Sr Hayes joining the practice New GP in post Dr Reynolds Prescribing survey on behalf of CCG distributed. As LB/ST/Ah looked after main PPG board, need volunteer(s) to manage the 2 small boards, more about PPG rather than health information
Next Meeting	Thurs 1 st June 2017 To include Complaints review