**Brook Lane Surgery**

**Patient Participation Group (PPG)**

**Notes of Meeting: Wednesday 6 May 2015 at 18:30**

**Present**:

Susan Barton (SB) - Chair

Carole Bagley (CB)

Lawrence Jackson (LJ)

Jean Gange (JG)

Carolyn Hill (CH) – Practice Manager

**Apologies**

Geoff Marsh

Jill Sadler

**Absent:**

Richard McKenzie

Tracey Plumridge

|  |  |  |
| --- | --- | --- |
| **Item** | **Subject & Discussion** | **Actions** |
| 1 | Welc**ome & Apologies**  Apologies from Geoff Marsh and Jill Sadler. | SB to contact Members who have been absent for over 12 months. |
| 2 | **Previous Meeting Notes and matters arising *(Minutes circulated 23 February )***  Notes from the meeting of 11 February were agreed. No matters arising. |  |
| 3 | **PPG Terms of Reference and Meeting ground rules for review, revision, adoption**  As constitutions are no longer required for PPGs Members agreed to simplify their terms of reference. Examples from the National Association for Patient Participation (NAPP) were reviewed and agreed in principle but considered too lengthy. Instead they agreed to adapt an example from another group which condensed the principles into a shorter format.  The Group was concerned that some members had been absent for a long time and agreed that where a member had missed 4 consecutive meetings membership of the group would lapse unless there were exceptional circumstances. | SB to use the NAPP reference documents and an exemplar from another practice to produce revised TORs and circulate these to the group for comment. |
| 4 | **Patient Survey and Action Plan Next Steps**  The group were pleased with patients responses to the March 15 Improving Practice Questionnaire which showed good progress since the last survey. All scores were above the National average. The areas where patients responded most positively were:  About the Practice - opening hours and appointment satisfaction  About the Practitioner – Respect shown and ability to listen  About the Staff – reception staff and information on services available  Areas where patients gave the least positive response were:  Telephone access and the ability to see their GP of choice.  The group discussed what could be done to address these concerns. Patients who book in advance are more likely to see their GP of choice and the extended opening hours offered by the surgery enable a wide choice of appointment times.  The group discussed available call handling options including a queueing system. | SB, CH and LC to devise short questionnaire to survey patients on call queuing to see if this would be a popular alternative  SB to involve ‘virtual PPG’ members who have agreed to participate by email and invite them to complete the survey |
| 5 | **Surgery update**  Staffing changes notified at the last meeting were repeated for new PPG members.  The surgery is closed periodically for staff training, PPG members asked to be invited where training might be appropriate to them. | CH to consider PPG members for forthcoming staff awareness session on Dementia. |
| 6 | **Area Patient Group next meeting**  SB attended the meeting on 24.2.15 which included presentations on Primary Care Co-Commissioning and the future of patient access to their online records.  The next meeting is on 21 May 2015 but SB is unable to attend. | CB to attend meeting on 21.5.15 SB to send CB details of the meeting. |
| 7 | **Dementia advice clinics and Memory Group –** CH advised that there is information in the waiting room and clinics and drop in sessions are now held at the Community Hospital. The surgery refers patients and they can also self-refer.  SB said she had written to thank Michele Sharpe for continuing to upkeep the surgery noticeboards. |  |
| 8 | **AOB**  PPG Awareness Week 1-6 June <http://www.napp.org.uk/ppgawarenessweek.html>  Provisional meeting dates for the year ahead were agreed  We are still down on membership. The group agreed a brighter poster near the electronic check in may attract more interest. Also younger adults are less well represented so could we perhaps target this group by email to see if anyone would be interested in joining the PPG | CH to revamp recruitment poster.  CH/SB to email perspective young adult patients to extend invite to join PPG |
| 9 | **Items for next agenda / Date and time of next meeting**  PPG Meeting Planner – Action plan from survey  Outcome of mini-survey on telephone waiting  **Date and time of next meeting Wed 5.8.15 at 18:30** |  |