

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING  
HELD ON 15<sup>th</sup> November 2011

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PRESENT

Lesley Wilson	Practice Manager
Clare Furey	Administration Supervisor
Sheila Brown	Patient
Evelyn Robbie	Patient
Tim Wright	Patient
Gwen White	Patient
Dave Green	Patient
Marjorie Robinson	Patient

Apologies: Dave Willcox  
Florence Gunn

New Building

Overall members of the group were impressed with the new building. The following points were made:-

- Signage could be larger (PCT have already started to change)
- Treatment room seems poorly organised **ACTION** – LW to look into.
- DG suggests that a survey of our patients be done in March 2012 regarding new building.
- Insurance was not needed to hold meetings as building is open until 7.30pm.

Minutes of Last Meeting

- Agreed.

Terms of Reference

- Agree that 2<sup>nd</sup> draft should be used. **ACTION**: CF to type up and circulate to members of the group.

## Work Plan

- Do we need any resources?
- What is the group expected to do?

What we want to do as a group for the next year. TW suggests the following:-

- Review information given to patients – do they understand what the information means.
- What should be put into the newsletter and is it of use to the patients.
- Holding talks and discussions re special interests eg diabetes, CHD etc.
- Health events for patients.
- Look into the information the practice gets from patient surveys.
- Look at other ways of getting feedback from patients.
- Fund raising.
- Help the practice target risk patients – ie social support.
- Look into other PPG in the area.
- DG suggests joint meeting be held with Hylton Medical Group and Dr Shetty's. **ACTION** – LW has discussed with both practice managers who will discuss the possibility of a combined meeting in March 2012 at their next meetings in January.
- DG also suggests that in Newsletter there is a space for Patient's Voice – for comments etc from the PPG.
- Web site to be advertised on scripts.
- ER queried patient involvement re GP Consortium **ACTION** LW to find out more information.
- Patients Charter suggested for the practice. **ACTION** CF to check out the NHS Constitution on website.

## New Doctors

During discussion of the new doctors the following points were made:

- LW would welcome any feedback from patients and members of the group.
- Names of doctors to be put on doors. **ACTION** being dealt with by LW.

- Decide on way of welcoming new doctors to the practice.

### Sainsbury's

LW discussed outreach surgery at Sainsbury's. Hand out given and any feed back from the group would be welcomed – please e-mail either LW or CF.

### Next Meeting

Possible dates to be e-mailed to members who should advise CF of availability.