

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING
16TH APRIL 2013

PRESENT:

Lesley Wilson	Practice Manager
Clare Furey	Administration Supervisor
Marjorie Robinson	Patient
Sheila Brown	Patient
Gaynor Mitchell	Patient
Eveline Robbie	Patient
Dave Harris	Patient
Tim Wright	Patient

APOLOGIES:

Florence Gunn	Nurse Practitioner
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- Minutes of last PPG meeting discussed. LW explained the problems with telephone messages and also what happens when patients use the 111 number. **Agreed that 111 number should be put onto the website.**
- CCG PPG Locality meeting feedback given by GM and SB. GM received a reply from Gloria Middleton regarding the list of questions she had put forward at the meeting (has been e-mailed to all PPG members). For future locality meetings group to agree on any questions they wish to put forward. SB has received an e-mail with Terms of Reference, Plan on a Page etc from Julie Whitehouse, Patient Experience Officer which she will forward to **CF so that it can be forwarded to the rest of the PPG. The next West Locality meeting is on 23rd April from 10.30 – 12.20 at Pallion Health Centre.**
- Summary Care Record System discussed. LW advised that our practice computer system can not link to the site at the moment and will inform the group if there are any changes.
- Practice Newsletter and website discussed. Newsletters are on the website from 2012 **CF to check whether newsletters from 2011 are still on computer and if so will arrange to have them put onto website.** GM has written article regarding the Carer's Centre to be put into next issue of the newsletter and include link to Carers Centre's website. GM asked what the practice can do to help patients with learning disabilities – advised Hazel Taylor has a learning disability/mental health clinic and CF has designed easy to understand healthy living information leaflets which are given to the patients when they attend the clinics. GM had a meeting with Rachel Senior Social Worker CHS to discuss special arrangements for adults with LD on admission to hospital. CF given notes of meeting. **GM to get further information and CF will design leaflet advising LD patients of procedure for admission.**

Other topics for newsletter to include advice as to where information can be obtained and what we already actually offer in the practice.

In future the PPG Report is to be done in consultation with the PPG. TW advised that there are parts of the report which are incorrect – **TW to discuss with LW**

It was agreed that the website is set out better now and LW suggested that **Wendy Johnson, IT Manager be asked to attend a meeting to discuss the website further.**

- Practice Update. LW advised that Mondays open access had become very busy and she is in the process of amending clinicians hours and has increased the amount of slots available.
- Patient Questionnaire. The clinicians are to be advised of the various comments from the patients. **The results of the questionnaire are to be published on the website.**
- Future meetings. It was agreed that future meetings should be on the last Tuesday of the month from 6-7pm, the next one being **25th June. Following dates are: 27th August, 29th October.**