

Meneage Street Surgery Patient Participation Group

Minutes of Meeting 15 July 2013

1. The Chairman, Michael Wilson, welcomed members present:

Rod Barnes, Anne Cantillon, Carol Cookson, Elizabeth Davis, Dee Devenish, Nannette Eddy, Janet Humphries

Surgery Staff: Linda Granger *Managing Partner/Practice Manager (LG)*

2. Apologies:

Gary Anstee, Daniel Browning, Nicola Hale. Chris Luff, Julie Williams

Surgery Staff: Gill Dodson & Tanya Thomas

3. Minutes of the Meeting:

held on May 13th 2013 were agreed and signed as a true record.

4. Matters arising:

- **Name Badges:** it was agreed that as most of us had name badges from other activities which we belonged to, we would supply our own.

5. Ground Rules:

- **Terms of Reference for Group:** we will adjust the current TOR from other PPGs to apply to Meneage Street Surgery.
- **Roles and Responsibilities:** this will be discussed at a future meeting.
- **Confidentiality Agreement:** this will be drawn up for signature by all members of the Group.
- members present were happy for the release of email addresses, 'phone numbers etc to Chairman, Secretary and other members of the Group.

6. Report [LG]:

- **Overview of appointments:** the Group was supplied with details of the Footfall Audit at the end of May plus an analysis on incoming phone calls to the surgery.

7. Plans etc:

Following a discussion the following action was agreed:

- **Practice newsletter:** the Group would aim to prepare a Newsletter which would be made available to patients; Elizabeth Davis agreed to be the editor
- **Aim is to:** Improve awareness of different access points to healthcare that is available to patients.
- initially a surgery fact sheet is planned but other items which could be included are: **action ED/LG**
 - **an article:** 'the day in the life of' a GP or nurse
 - **the life of a prescription:** ideas can be gleaned from other PPG's newsletters
- PPG members to spend time talking to patients in the waiting room.

8. AOB:

- Confidentiality agreement will be prepared for signing by Group Members at the next meeting.

9. Date of next meeting:

18.30 Monday 16 September at the surgery.

The meeting closed at 19.20pm.