

Meneage Street Surgery Patient Participation Group

Minutes of Meeting 10 March 2014

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

Daniel Browning, Janet Humphries, Peter Kitchen, Noel Stuart, Sue Swift, John Wherry plus, new members, Deidre Childs, Margaret Fitter & Patricia Williams

Surgery: Linda Granger [managing partner/practice manager] (lg)

2. Apologies: Elizabeth Davis, Dee Devenish, Nanette Eddy, Karen Ivey &, new member, Lisa Taylor

Surgery: Gill Dodson & Tanya Thomas

3. Minutes of the Meeting: held on 17 February 2014 were agreed & signed as a true record

4. Matters arising:

- fact sheet *ongoing; will be informed by questionnaire*
- by PPG board needs to be seen by those attending the surgery by say adding a computer graphic *ongoing: action DB*
- form for patients to raise queries/ideas etc; provide box
- PPG members to spend time in waiting rooms *discussed; to be revisited*

5. Ground Rules:

- **Terms of Reference for Group:** for signature by those not at previous meeting
- **Confidentiality Agreement:** for signature by those not at previous meeting
- **Roles and Responsibilities:** c/fwd to AGM [May 2014]
- **review of attendance register:** some email addresses updated
- **skills questionnaire:** for new members; decisions c/fwd to AGM [May 2014]

6. Agenda items from PPG:

- **reminders for appointments [NS]:**
 - brief discussion: patients who have agreed receive a text message reminder for all pre-booked appointments

7. Brief report/update [LG]:

- **patient survey debrief: [analysis & comments on website]:**
 - results discussed: in the main patients who responded are happy with the practice
 - the comments (Q10) not analysed at time of meeting; to be discussed next meeting**plan:** to review comments & decide how to address plus plan first fact sheet based on survey
 - suggestion to introduce simple business cards available at reception with contact details including website etc & opening hours
- **update: new services:**
 - **on line access introduced for patients who sign up to:**
 - book appointments
 - request repeat prescriptions

8. AOB: none

10. Date of next meeting: 18.30 Mon April 7 2014 at the surgery