

# Meneage Street Surgery Patient Participation Group

## Minutes of Meeting 7 April 2014

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

Daniel Browning, Margaret Fitter. Karen Ivey & Sue Swift

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

### 2. Apologies:

Elizabeth Davis, Dee Devenish, Nanette Eddy, John Wherry, Patricia Williams

**Surgery:** Tanya Thomas

**Resignation:** new member, Lisa Taylor

### 3. Minutes of the Meeting: held on 10 March 2014 were agreed & signed as a true record

### 4. Matters arising:

- fact sheet *ongoing; will be informed by questionnaire; removed*
- by PPG board needs to be seen by those attending the surgery by say adding a computer graphic *notice boards have been 're-done' & include new signage* *removed*
- form or patients to raise queries/ideas etc; provide box [?] *discussed/planned* *removed*
- PPG members to spend time in waiting rooms *to be revisited*

### 5. Ground Rules: [rolling topic which may not be appropriate at each meeting]

- **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]
- **skills questionnaire:** for those who have not completed but interested to

### 6. Brief report/update [LG]:

- purpose of this meeting is to plan what should be put on the first of our fact sheets; should not be too complex; perhaps one a month which would be available at reception, on website etc; which links in with DB's agenda items; plus review of Q10 & how to address

### 7. Agenda items from PPG:

- [DB]:
  - what should we put on the PPG noticeboard
  - FAQs
  - advising patients how to contact or speak to PPG
  - patients who have agreed receive a text message reminder for all pre-booked appointments **discussed/plan: [items 6 & 7]**
  - first fact sheet to include basic opening hours
  - contact email address for contacting PPG/practice
  - plus a reply slip for those who do not have email
  - to be available in hard copy in the surgery & on website
  - those patients who registered for text reminders could be sent an advisory text
  - DB & MF kindly agreed to spend some time in the surgery sorting & contacting those patients who requested a response from PPG member or practice

### 8. Plans etc:

- **next meeting will be AGM;** to facilitate election of chair & secretary names should be passed onto Linda Granger

### 9. AOB: none

### 10. Date of next meeting: 18.30 Tue May 13 2014 at the surgery [AGM]