

Meneage Street Surgery Patient Participation Group

Minutes of Meeting 14 January 2014

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

Daniel Browning, Anne Cantillon, Carol Cookson, Nan Eddy, Peter Kitchen, Elizabeth Davis &, new member, Sue Swift

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

2. Apologies:

Dee Devenish & Karen Ivey
Surgery Staff: Tanya Thomas

3. Minutes of the Meeting:

held on 2 December 2013 were agreed & signed as a true record

4. Matters arising:

- **fact sheet:** *ongoing*
- PPG members to spend time talking to patients in the waiting room [see item 7]

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
- **Review of attendance register:** appears there may have been members who have not received notes; email addresses need check
- **skills questionnaire:** handed to those who have not completed; to inform a skill log of members

6. Agenda items from PPG:

- **frequency of meetings:**
 - discussed lack momentum & are not achieving; **plan:** need to increase to monthly for a while; to be reviewed
- **signing off minutes:**
 - cannot be published on website/in waiting room until agreed therefore always playing catch-up; **plan:** minutes to be prepared & emailed to members for their agreement; any amendments must be notified within one week; the agreed version will be deemed agreed & can be put onto Practice notice board & website
- Elizabeth Davis raised some questions around patients awareness of practice website, the definition of a PPG v Friends Group, how a medical practice runs & it's remit; these were discussed; some aspects were answered, others would be informed by the patient questionnaire [item 7] & others to be addressed by an explanatory handout/newsletter *to be revisited*
- it was decided that Elizabeth would hold & be responsible for the attendance register for each meeting
- decision to recruit some new members; poster in the waiting rooms & sign up forms to be available at reception

7. Questionnaire [LG]:

- the proposed patient survey 2014 was agreed
- to be available at reception, on line & PPG members agreed to spend some time in the waiting rooms talking to patients & completing the forms
- these needed analysing, reporting on & publishing by the end of March 2014; an action plan will then be produced

8. AOB:

it was agreed that Daniel will put the PPG terms of reference on the website

9. Date of next meeting:

18.30 Mon February 17 2014 at the surgery

note: these minutes agreed by the Chairman 27.01.14 [lg]