



**Patient Participation Group Meeting
24 January 2012 at
Manor House Surgery
Glossop**

Present (AL) Chairperson
(AB) (BS) (CW) (GA) (JA) (JO) (VM) Dr (VJ)
Apologies PM DSM

Prior to the start of the meeting the Chairperson welcomed BS, who wishes to join the PPG.

Minutes of the previous meeting - read and approved

Item 1 Matters Arising

Item 5 from December Meeting - letters which the PPG put forward -

- Vaccination Letters are now being used
- Care Home Letter is being looked at by the Partners
- Letter to Chemists needs to be more in line with wastage rather than cost

Item 8 from December Meeting - Information on Targets

- **AB will produce this and forward to members**

Item 2 Patient Survey Results

AB explained the last survey results were May 2011, the Telephone Survey only had 16 responses. This was disappointing, a suggestion was made that the web site needs to have a more proactive approach and also a paper based survey available at the reception desk to enable the patients without internet access to take part.

AB to send the results to the PPG, look to place survey forms on the reception desk in the future and discuss website with the IT Manager.

Item 3 Update on the Surgery Visits

Hadfield - This has been started and is being well maintained. Some posters have been renewed, new headings are in place on the Notice Boards, and the Patient Information Area has been opened up to create more space and improve access.

Glossop - On the day of the visit it was very busy and therefore the Main Waiting Room was not accessed. The notice board in the small waiting room was moved to under the television. This puts all the information in one area and frees the children's play area from the large slightly unsteady notice board. The chairs were slightly rearranged to enable better entry and exit for the patients. Since the visit took place the notice board has been put into store while the Waiting is painted.

VJ suggested that a good time to visit the Surgeries would be between 1 -3pm

AB will have the notice board made more stable when it is back in position

Item4MedicalRecords

JA has spoken to the IT Manager and has redrafted some information so that it now runs in line with the paper based information which is handed out at reception.

The Partners are happy with the direction that this issue is taking.

They would like to promote the Online Appointment Access Service as this would show a reduction in the work load hours for the Surgery.

VJ explained that appointments are held so that some are available each day, the reception has access to all appointments available for people who telephone the Surgery so as not to disadvantage any patient.

Item5LivingLifetotheFull

This course is for mild depression and is based on an on-line course. It will begin on 23 February 7 – 8 O'clock at the Glossop Surgery. AL will facilitate the course and BS has also offered to help with this course.

Dr Moore has suggested that as clinicians are aware of the course they may wish to inform appropriate patients about it.

The ten week course will be monitored and evaluated at the end.

Item6TelevisionAdvertisingintheSurgery

PM was unable to attend, but a discussion took place. There are two systems in operation, one at Hadfield and one at Glossop. AB explained that neither of the systems had any cost to the Practices. CW asked why these were not used to advertise items concerning the Practice and could this be done with immediate effect, for example 'have you filled in the survey' 'DNA cost money'. AB explained that issues can be displayed and that PM is working with the IT Manager, to decide what information would be of use to the patients.

The IT Manager and PM will take the item forward

Item7PostOperativeSupportGroup

AH who was to lead this issue was not at the meeting, it was decided that this item be removed from the agenda

Item8TreasurersReport

JA explained that the bank account forms were now completed and would be with the Bank the next day.

The balance from a previous PPG account is being held by the Bank. To enable the £19 in this account to be released, forms have to be signed by the previous treasurer. This will be completed in due course.

With regard to funds being available to the PPG for running expenses, the Partners requested a budget breakdown. JA agreed to complete this and send to AB by Thursday so this could be considered at the Partners Meeting on Friday 27th Jan.

JA to consult with AL and VM to complete a preliminary budget forecast which he will then send to AB on Thursday

Item9FeedbackfromthePartnersMeeting

AS explained that Dr Wilkinson was to produce a short note about the wastage of medicines which would be attached to the automatic prescriptions.

Fund Raising for the PPG would be considered in the future.

The New Year Newsletter is now out on line, on the Reception Desk in Hadfield and Glossop and also being sent to patients who have consented to their email addresses being used.

The Codes that have been placed on the Medical Records to indicate the members of the PPG will

be removed if the member wishes.

Members must email AB if they wish this to be removed from their Medical Records.

Targets which need to be met by the Practice and the PPG, are stated in a document.

AB agreed that she will prepare an information paper for the March Meeting so the PPG members have a better understand of the targets.

Item 10 Monthly Theme Plan for the Surgeries

BS explained there was a list of National Health Promotions themes which may provide ideas and information if our Surgeries for our surgeries to use.

ALL look into this for discussion at the next meeting so that an outline plan can be drawn up and a person allocated to the task.

11AoB

Discussion centred on whether the names of the members and a contact telephone number should be displayed on PPG notice boards in both surgeries.

This to be given some thought by all members and decided on at the next meeting.

Agenda item for February

CW suggested the purchase of a mobile telephone so there would be a contact available. This could be passed on to another member during holidays etc.

As there is no finance available at the moment -

This item to be placed on the agenda for February

The Meeting ended at 8.25pm

Next Meeting 14 February 2012 at 7pm in the Conference Room at Glossop

Signed as a true record of the Meeting held on the 24 January 2012

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Dated