

WILSON STREET SURGERY

Patient Participation Group Meeting

Minutes

**Wednesday 22 May 2013
6.30pm. Wilson Street Reception**

Present: Dr Susie Bayley, GP Partner, Sue Altoft, Practice Manager,
RH, PPG interim Chair, SB, KH, HC

Dr Bayley welcomed the group and a new member (HC) to the meeting.

Constitution

At the meeting on 13 March, the draft Constitution document had been discussed and it was agreed that we would review this during this meeting.

RH suggested that we look to keep the Constitution informal which would hopefully encourage free speech and new members to join the Group. It could be that we review the Constitution again after a few more meetings.

With regards to the Committee, it was agreed that a small central core of Board members was all that was necessary and this Board could be responsible for facilitating the work amongst other PPG team members (namely coordination of poster campaigns, website & newsletters, patient questionnaires etc). It was suggested that we could email out to all other PPG members to ask if anyone has any particular skills or experience or would just be willing to help in these areas. ***ACTION – Sue Altoft to email out to PPG members whilst circulating the Minutes of this meeting.***

RH mentioned that he has been receiving emails from Claire Haynes, Engagement Officer, SDCCG in relation to PPG business and brought our attention to PPG Awareness week from 1-8 June. Dr Bayley suggested that this would be a good opportunity to publicise the PPG, both in the Surgery & on the website. ***ACTION – Dr Bayley to prepare whiteboard for info in the waiting room. Sue Altoft to include info on the Surgery website.***

The NAPP (National Association for Patient Participation) website www.napp.org.uk has some useful information about Patient Groups and the Awareness campaign.

Whilst discussing use of the noticeboards for publicising the PPG, both HC and KH suggested that we look at the positioning of the chairs in the waiting room to ensure that chairs are not placed directly in front of noticeboards as this may make patients feel uncomfortable whilst sitting there, having someone else looking over them to view notice boards. This was acknowledged. ***ACTION – SEB/SA – re-arrange seating.***

Similarly we need to ensure the font size of Surgery posters allows all patients to read and that posters/noticeboards are not 'too busy' in presentation.

KH asked if it would be possible for a member of a local neighbouring PPG to attend one of our meetings to give us the benefit of their wisdom and insight into how other groups worked. ***ACTION – Sue Altoft to liaise with local Practice Managers to ask for a PPG volunteer.***

Patient Questionnaire

Dr Bayley had prepared a sample patient questionnaire and handed this out to the Group for their opinions and ideas.

It was agreed that we should formulate a similar questionnaire around

1. Patient access – appointments/missed appointments
2. Surgery website – the online experience
3. Any other services/health awareness we could deliver/promote.
4. Awareness/publicity of the PPG – signposting to the website, use of a hand-out at surgery Reception.
5. Choice of GP versus any GP.
6. Recommendation of our Surgery.

ACTION – SEB/SA will prepare a draft patient questionnaire, to circulate to PPG members in attendance for their agreement & then to wider PPG before general patient circulation.

Photography competition

Dr Bayley suggested that the PPG could run a project like a photography competition for the benefit of the Surgery with the winning entries being displayed on canvas throughout the Surgery.

The theme to be Derby & Derbyshire and will be open to all registered patients and staff of the practice. E-mailed entries only. The judging panel to consist of a PPG member and a retired or current GP Partner.

We could ask for some local businesses to donate prizes in return for publicity and involve the Derby Evening Telegraph for presentations.

ACTION: Any PPG members who would like to help out with this competition, please contact Sue Altoft, Practice Manager

Publicity about the competition will be in the Surgery, posters and on the website.
SEB/SA to initiate action.

Any Other Business

Newsletter: HC suggested the PPG could introduce a patient newsletter to keep patients abreast of things happening in the surgery. This is a good idea & we will discuss this again at the next meeting. ***ACTION – Sue Altoft to add to next Agenda.***

Email addresses: We need to ask patients at every opportunity for their up to date email address. ***ACTION – Sue Altoft to arrange.***

Next Meeting: September 2013. Final date to be arranged.

Thank you to all that attended. Meeting closed at 7.55pm.