

**Minutes of Patient Participation Group meeting, Thursday 11 January 2013 at 18.30, Avenue House Surgery, 109 Saltergate, Chesterfield**

Pam Purdue of the CCG addressed the meeting before the business meeting (see separate note)

**Present**

Ian Anderson, Clive Archer, Derek Ashmore, Michael Crossley, Bernadette Joynes, Morton Joynes, Ruth Watts

It was agreed that Clive Archer should chair the meeting.

**Apologies**

Alexis Diouf, Brian Friday, Rita King, Bill Richards

**Minutes of Previous Meeting**

Minutes of the 8<sup>th</sup> November 2012 meeting were accepted as correct.

**Matters Arising**

-**Patient Newsletter:** this is available at front desk in the surgery and it is being included with other mailings. It was agreed that it could also be placed on the web-site.

-**'Did Not Attend' (DNA) comparisons:** Bernadette reported that, of the three months before the New Year, DNAs were considerably down in November compared with October & December but it was hard to discern a reason.

**Chairperson's Report and Meeting Frequency**

In the absence of the Chair, no report was given but it was agreed that future meetings should discuss recruitment to the Group.

**Feedback from Locality PPG**

Clive reported on the meeting held on 3 December 2012:

1. There had been a presentation on the engagement cycle for patients and the public and this had been sent to the Group as an attachment.
2. Use of A & E: our survey had been submitted and there would be a locality-wide survey in January 2013.
3. The CCG was ready to take over in April 2013.
4. In response to questions, Michael and Clive said that they considered our Group to be one of the better organized of those within the locality.
5. Clive would need a substitute for the next Locality meeting at the Grange Family Health Centre at 6pm, 13 February 2013. It was agreed that Brian Friday should attend (with Michael) as substitute.

## **Patient Pathway**

It was agreed that the outline of the patient pathway should be send to Group members before the next meeting for comment (e.g. on its content and lay-out).

## **Progress of the Group**

- Morton Joynes was welcomed as a new member
- On the question of the Surgery's access to patients' e-mails, this was only allowed for a specific purpose and access thus gained could not be used for another purpose such as advertising a meeting or a service.
- The PPG should have a regular section in the Newsletter. Bernadette would need copy during February to make the March issue.

## **Patient 'praise and grumbles'suggestion box**

It had been pointed out that items in the 'letter box' outside the practice could be removed by hand. This was questioned but it was agreed that the possibility of a 'night safe' type box should be examined.

## **Updates from the Practice**

-The Productive General Practice programme continued apace, seeking to make the practice more effective and efficient. Change had been made especially with prescriptions and in front and back office matters.

## **Any other business**

-NHS Choices feedback about the practice: Brian Friday, who had access to this, would be asked whether there had been any feedback.

-Seating: Morton mentioned the uncomfortable seating in the waiting room. The cost of replacement was prohibitive but it was suggested that a few smaller free-standing seats might be provided for shorter people.

-Morton thanked the practice for its support it had given in the form of a small grant to the Fifty Plus group. Morton was asked to liaise informally with this Group.

-The issue of access to one's own records on computer was raised. However, this was not currently possible because of security issues. Bernadette would report on future changes.

-The issue of not being able to hear one's name being called in the waiting room was again discussed. The cost of an electronic board had been examined and deemed prohibitive by the practice. Nevertheless, the issue should again be brought to the notice of practice members. Staff should try to speak clearly and say patients' names twice.

**Date of next meeting: 14 March 2013 at 6.30pm.**

**/continued...**

**Action Points from meeting:**

- 1. Patient newsletter to go on web-site (Bernadette)**
- 2. Group recruitment to be discussed (all)**
- 3. Michael and Brian to attend Locality meeting on 13 Feb (Michael & Brian)**
- 4. Outline of Patient Pathway to be sent to group members for comment (Janette, Group members)**
- 5. Copy on Group for Patient Newsletter (Brian to Bernadette)**
- 6. Night safe possibly to replace letter box (Practice)**
- 7. NHS Choices feedback (Brian to report)**
- 8. Seating in waiting room: small chairs (Practice)**
- 9. Liaison with Fifty Plus group (Morton)**
- 10. Report on electronic access to own records (Bernadette)**
- 11. Audible names (Practice)**

**END**