

# WILSON STREET SURGERY

## Patient Participation Group Meeting

### Minutes

**Wednesday 17 September 2014**  
**6.30pm. Wilson Street Reception**

**Present:** RH, PPG interim Chair, AH, SB, JH,  
Dr Susie Bayley, Katie Berkin, Assistant Practice Manager,

**Apologies:** KH, HC, JS, Sue Altoft, Practice Manager

**Minutes:** Katie Berkin

Susie welcomed the group.

#### **1) Review of the Minutes of the last Meeting on 18/6/2014 (RH)**

- Katie – PPG Networking Event Report – SEB still looking into possibility of photo of the GPs, Nurses and staff on the wall in the waiting rooms. Doctors availability chart was taken down to add Dr Drew Smith and this is now back up in the waiting rooms.
- Katie - Friends & Family Test – Feedback/comment cards are now out with the Drs and being completed by patients. These are also available online. Sue A is looking into children feedback cards. Green boxes now in waiting rooms for patients to put cards in once completed.

**ACTION:** PPG members doing the book sale at flu clinics please can they hand out patient feedback cards along with PPG leaflets, as normal questionnaire not being handed out at flu clinics this year.

**ACTION:** Katie to arrange basket for feedback cards to be put in on flu clinics as green boxes on waiting room walls not big enough.

- Katie – Patients not attending booked appointments – The letters have been discussed with Sharron, Practice Nurse Manager who is looking at redesigning the letters.

Discussion held around the amount of appointments not attended, thought may be due to problems in getting through on the telephone to advise won't be attending an appointment. Text message service discussed – wouldn't work with our system and also due to high number would need an additional member of staff to deal with the text messages. The missed appointments are a mixture of pre-bookable appointments and appointments that are booked on the day. Some of the problem could be due to the patient population.

- Katie – Recruiting new members – PPG leaflet is now included in the New Patient Welcome packs.

**ACTION:** PPG members attending flu clinics to hand out leaflets.

- Ray – Pharmacy – Advised appeal was lost. SEB advised that we need to justify that patients would come here from the pre-existing pharmacist that we are taking over the contract from. There could be a problem with the Green Lane hill for poorly mobile patients. We will consider tendering for other contracts if/when they come up.

## **2) 'Put Patients First' – RCGP Campaign (SEB)**

SEB advised that this is a campaign to promote a positive image of General Practice. GP's are taking on extra from A&E and Secondary Care, seeing vast numbers of patients with no increase in funding and lots of blame. The campaign is to engage the practice population to stop privatisation. SEB asked for members to send in positive feedback/support.

**ACTION:** Katie to send Pdf file to PPG members and virtual PPG members

## **3) Friends & Family Test – Patient Feedback Cards (SEB)**

Already discussed, please see above under Review of Minutes of last meeting – 18/6/2014.

## **4) Roles/Cabinet (SEB)**

When the PPG was established, it was thought that after 18months the roles/positions of the group would be reviewed.

RH advised that he plans to do more travelling and thinks that the position of the PPG Chair should attend meetings when possible so would like someone else to take on this position.

SEB thanked RH for his service for 18months.

**ACTION:** Katie to send out e-mail message with minutes to all PPG members asking them if they would like to nominate themselves for the position

**ACTION:** Sue A to add 'Review nominations for PPG Chair' to next meeting's agenda.

## **5) End of Life Care (SEB)**

SEB showed the meeting publications/literature that she had received that may be a useful campaign for the PPG. Practical advice can be obtained by visiting the Dying matters website. Literature passed to Anne H who will display on the PPG noticeboard when doing the next PPG splash.

## **6) Quality of Out of Hours (SEB)**

SEB advised that the practice has to monitor OOH and the quality of care that our patients are receiving during out of hours. The practice needs to collate both positive and negative feedback of out of hours experiences.

**ACTION:** PPG members to e-mail Sue A details of both positive and negative experiences that they either hear about or experience themselves.

## **7) Pharmacy Update (SEB)**

Already discussed, please see above under Review of Minutes of last meeting – 18/6/2014.

## **8) Forthcoming Book Sale & future fundraising ideas (Sue B)**

Book Sales – Katie advised that KH has informed us that she can attend the flu clinics. Discussion held about how these would be organised. Tables – could use couch out of Dr/Nurse room and coffee tables in waiting room. Wilson Street Surgery book sales can be set up Friday afternoon just before 6.30.

**ACTION:** Sue B will arrange with other PPG members to help out at flu clinics with book sale.

**ACTION:** Sue B will discuss with Andrea at Chad arrangements for setting up book sale prior to flu clinic as they have got a lot of books to sell.

PPG members asked that when the money, that is raised, is spent that Chad is considered. SEB advised that we were thinking of buying some wipe clean chairs for the waiting rooms.

**ACTION:** Sue A to consider Chad when spending money raised.

Future fundraising – Ideas were cake sales, Christmas raffle, toy sale. Ray H raised concerns about selling food and whether we would be allowed to do this, although other surgeries have done cake sales.

**ACTION:** Suggestion that PPG members could look at NAPPG website for fundraising event suggestions.

## **9) Any Other Business**

### **Charnwood Surgery Meeting 30.9.14 11.00am (Ray H)**

Sue A has forwarded Ray an invitation from Charnwood Surgery for one of our PPG members to attend this meeting to discuss our PPG and what we do. This was discussed and it was agreed that as Ray H is PPG interim Chair that he should attend.

### **Further Meetings :**

Wednesday 21 January 2015

*Date to be arranged in March 2015*

***Next Meeting: Wednesday 21 January 2015 at 6.30pm at Wilson St Surgery.***

Thank you to all that attended. Meeting closed at 7.30pm