



MINUTES OF THE SUB GROUP PPG MEETING HELD ON
Monday 14th September 2015

Present:- John Kelsey (chair); Helen Lewis; Eileen Wears; Paul Dodds; RJ Lilly, Joan Bedlington
Apologies Carole Graham

1 Items for Discussion

Due to no agenda being circulated the agenda items raised for discussion were;

- Feedback from 22nd June meeting – leaflet and poster
- New Member – Carole Graham
- Telephone system
- Immunisations – flu/shingles
- Newsletter
- Annual Statement

2 Feedback from 22nd June meeting – leaflet and poster

The poster was agreed and would be laminated and put up in the surgery Paul

Some minor amendments were made to the PPG leaflet, all on the demographics page and this is to be copied and left in surgery. Also to be emailed out to those patients with an email.

Action: Covering email needs enough information to be useful and ensure we get responses, Paul to draft for comment. Paul

With regard to noticeboard, Joan offered to supply a board and this was gratefully accepted subject to a photo to ensure we can find somewhere to put it.

Action: Joan to email in photo of board Joan

John gave some feedback on informal meeting with Carole Graham on 10th September, a new member. Carole works at Birtley Medical Group so can bring both sides of experience to the Group.

Telephone system was installed on 10th September and provides ways of reducing traffic through reception and provides callers with a queuing message and this will hopefully alleviate some problems.

Immunisations – flu/shingles start soon and is an item that can be included in email messages or newsletters

Newsletter – some length discussion on this, Practice do not want to start a regular newsletter as this is not only costly to produce and issue but the content will be hard to retain readers interest. Happy to look at a one off hard copy newsletter subject to agreement on costs and then follow this up with email version or to point patients to the website. We are looking at almost 4200 households and would be addressed to Patients of Bridge End to avoid data protection issues.

The hard part will be what to put in the newsletter and the PPG offered to help, likely content could be ;

- The PPG
- Immunisations – flu, shingles,
- How we communicate to patients
- Car parking
- Named GP
- Opening Times
- Elderly care
- Clinics and services

Actions: Paul to look at drafting some issues

Paul
then All

Annual Statement – as we are 6 months into the year we need to have a plan and part of what is needed is minutes and agendas.

Action: Paul to draft and circulate for comment

Paul

Flat screen monitor – PPG asked if can we use the TV screen , it can but we need some suitable content and this could then replace the posters on boards. Joan offered to review all noticeboards to group like-minded issues together. Also query about DNA posters as these were very useful.

Actions: Dr Lilly to decide on noticeboard review

Paul to look at recent DNA information

Group to consider what to put on screen.

Dr Lilly
Paul
All

6 Next Meeting

Wednesday 4th November 2015 at 12:30

Action Log

	Actions from 8th May 2015 meeting	By	Date completed or Date Reported
5/15/2.0	Convene meeting to discuss PPG patient leaflet and poster to increase membership	Paul	22 nd June 2015
	Actions from 22nd June 2015 meeting	By	Date completed or Date Reported
6/15/2.0	Poster to be drafted for display in surgery Leaflet to be drafted about role of the PPG to be available hard copy and email Email list of contacts to be updated	All All Paul	
	Actions from 14th September 2015 meeting	By	Date completed or Date Reported
7/15/2.0	Poster to be laminated and displayed	Paul	
	Covering email needed for PPG leaflet to be sent out Comments on email to be sent on draft email	Paul All	
	Noticeboard photo to be emailed in	Joan	
	Draft issues for newsletter to be circulated Comments on draft issues	Paul All	
	Dr Lilly to decide on noticeboard review Paul to look at recent DNA information Group to consider what to put on screen	Dr Lilly Paul All	