

MINUTES OF THE PPG MEETING HELD ON
Friday 24th January 2014

Present:- 6 group members, Paul Dodds, Dr Lilly and Kelsey Stoddart

Apologies

Chair A Group Member

- Matter Arising
- PGP
- CCG update

	DETAILS	ACTION
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1.0 Meeting commenced at 11 am

2.0 MATTERS ARISING

Discussed patient survey – now finished and results still need to be processed. All in agreement that there are too many surveys floating around within the NHS at the moment, CCG know this and are trying to pass the ownership of feedback surveys to GP practices.

Flat screen in reception- there has been a bid put together for funding available and it has been approved. So a possibility is to have a larger screen showing to the main reception waiting area which the practice will control what is shown via a USB stick and to have a smaller screen around the corner for kids TV shows. Some of this money will also go towards helping open the surgery until 8pm three nights of the week; locum Drs will be covering these extended hours.

Discussed the possibility of advertising the GP's working hours/days and their specialities. A good idea will be to use the new screen to advertise this.

Car park issue was discussed at the Partners meeting but unfortunately there will be no further action taken as closing the car park could result in losing more patients.

Optimum size of the PPG group- this was also discussed at the Partners meeting; a virtual group is a good possibility. Dr Lilly and all members agreed that it would be a good idea to have sub groups, who represent specific types of patient e.g. parents of young children, diabetics etc, who will be communicated with either via post or email. It was agreed that a trial is needed and the Diabetic group will be used for this. Only patients that attend the surgery will be asked for an opinion.

Newsletter- good to communicate information e.g. Care.Data however this may be too costly, Paul looking at other ways of communicating like emails and mobile texts. This is ongoing and Paul will look further into this.

Cara.Data scheme- leaflets are now being posted out from NHS England to everyone and the data extracting is due to start in the Spring 2014. Opt out forms are available in the reception area at all times.

PPG members to attend PLT- Paul will explore further on opportunity for this to happen, may be a good idea to attend when the results of the PGP data collection is available to view.

3.0 PGP

The group was shown a 10 minute, 'Introduction to PGP', video and 'Knowing how we are doing' video. It was explained to the group that this Bridge End signed up for this just before Christmas 2013. It was discussed with the group why we are doing it and what is happening next with data collection. Data collection will start the 1st week in February and will involve all staff members including GP's, it will only last 1 week to get a snap shot view of the surgery.

4.0 CCG update

North Durham CCG intentions for 2014/15 and 2015/16 slideshow was shown to the group and copies will be sent out to members with the minutes in case of any comments or queries. The Group reiterated that they feel that they are in place to help the Practice and national strategy and even CCG strategy is not going to be their emphasis.

5.0 Actions

- Slide show of CCG to be sent out to members along with the links for PGP.
- Investigate trial for Diabetic sub group for PPG
- Look into requesting patients email address, have it mention online about having their say for PPG group.
- Look at feasibility of designing a leaflet/poster with in reception.
- Look into data collection results to be shown to PPG group in a PLT.
- Next meeting 25th April 2014 11 am