

MINUTES OF THE SUB GROUP PPG MEETING HELD ON
Monday 22nd June 2015

Present:- John Kelsey (chair); Paul Dodds; RJ Lilly, Joan Bedlington
Apologies

1 Meeting Purpose - Development of the Group

To look at how to take forward the Group to meet the challenges of the Annual Statement and address some outstanding issues including but not limited to;

- Flat screen monitor –one that has messages
- Membership – what are needed to progress this
- Noticeboards – learn from others including a GP practice in Cumbria
- Newsletters – what are we going to do

2 Discussion on Issues

This included the following items;

- Group has 5 members and 2 do not have electronic communications
- Can we use Patient Access (system for ordering repeat medication) – no as this is not a system we control
- Can we use email addresses the practice holds – yes and currently around 960 available
- Do we know the profile of these patients – yes, this can be done, but probably better after we get replies
- Email will need a message from Senior Partner and Chair of Group
- Noticeboard – Joan offered a noticeboard for the group
- Issues that need to be communicated to patients for feedback include
 - Delays in waiting – why
 - Telephone consultations – are they good, bad or indifferent
 - Telephone response – speed of answering, quality/attitude of receptionist
- More regular meetings – possibly with PLT to meet staff outside of ‘day job’

Actions:

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
PD

6 Next Meeting

To be confirmed but late August/early September

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 | |
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