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**PATIENT PARTICIPATION GROUP
Minutes of Meeting
30 June 2016**

Attendance:

Practice:

Rachel Green, Dr Kuruvatti

Patients:

Harriet Caine, Mr Abel, Andrew Civico, Jeremy Ritchie

Apologies:

K Andrews, L Thulbourne, S Watkins, A D'Aquila, A Thompson, K Andrews, L Daley, M Parkin, S Burgin, P Wood, R Furnival, C Jessop, A Burr ridge.

1. New Role of Patient Participation Group (PPG)

Rachel explained the new role of the PPG and started discussion around what the priorities for the surgery could be. After looking at the guidance the members were going to think about the following areas to see how they can be implemented:

- Carers – How to communicate better
- Friends and Family Test – Explain the reasoning behind the survey. Design notices for the surgery.

HC asked if we had feedback from last year's final report as the practice had to appeal against a decision to hold back funding. Rachel explained that we were still awaiting the final decision and went on to explain that the CCG felt the practice did not have enough patients on the list that represented the practice population and the report had to explain how the practice recruited the members.

Discussion was had with the group as to how the practice can recruit more volunteers.

Suggestions:

- Look at doing a virtual groups (mixed feelings)
- Look at changing time of meeting
- Set up a Practice stall at South Park fair to promote practice and PPG (AC to speak to Ros Wallen)
- Produce Flyer to advertise PPG and put up in Library (including Darnall Library to catch Ethnic patients living in this area), Manor Lodge and Rhubarb Shed Café (HC to ask manager if ok)

In addition it was suggested that the practice tries to arrange a meeting with Park Health Centres PPG possibly twice a year to see if they can work together on common topics (RG to speak to Park)

2. Weekend Opening

AC asked about the Governments promise of opening weekends and how would it affect the practice. RG explained about the Prime Ministers Challenge Fund and the 'Hubs' which were providing the weekend cover. Comments regarding the location of the 'Hub' in this area were made and would the service actually be used.

RG stated that she didn't think it would be possible for practice to be open 7 days per week and that if it was made compulsory, it would have to be done within a group of practices.

3. On-line repeat prescriptions process

JR stated that this system fell down when the GP linked to a patient was on holiday as the request goes straight into that doctor's mailbox. RG stated that this had already been highlighted and that protocols were already in place for members of staff to check the request box of the doctor on leave and change the name of the doctor on a daily basis. JR was asked to keep an eye on this and come back if still having problems.

4. Website

JR commented on the practices website stating that the design was good but it lacked information, had spelling mistakes and did not brand the practice very well. He has agreed to get involved and bring ideas forward on what he thinks should be included. RG and JC are to arrange a meeting to discuss further.

5. Newsletter

JR commented on the format of the newsletter when printed off the website. Segments were overlapping and it was all out of line. RG commented that we send the completed document to the people who manage the website and they convert it before publishing it. JC again agreed to look at this.

6. Signage

JR commented that the opening times outside the surgery did not highlight that we closed for lunch and that something had been stuck to the sign leaving black marks.

RG agreed to look and re-design appropriately.

7. Fit Note Process

JR suggested that a description of the process should be put on the website so patients understood the way it works, he also suggested producing a leaflet for when someone requests a fit note for the first time, thus reducing confusion.

8. Trees

HC commented on the size of the trees in the carpark. RG informed her that we had brought in a gardening company (tree surgeon) to bring them back in line and were also in negotiations to maintain on a monthly basis.

Date of Next Meeting: Tuesday 29 September 2015