

Duke Medical Centre
Patient participation Group
May 30th 2017 @ 18.00

1. Catch up from last meeting

Discuss where we are with topics raised from last meeting, given copy of last meeting and actioned taken, also added the meeting to the website for PPG member who couldn't attend.

2. Amphifest

Discussed what we needed for the stall to make it interactive to make us more approachable, PK had an idea to that we put a few games on the table relating to medical information (e.g. operation) Members agreed with this with some suggesting print-out of medical puzzles such as wordsearches. PK also asked if any had any spare colouring pens as we will also have printouts for the younger kids to use. She also explained that we had a medical supply cabinet with antique instruments in them for a show and tell. One member suggested self-help sheets and told of a website there is allot of printable handout about different ailments and pointers on how to look after you mind/wellbeing. Some of them members mention signage to show more awareness for PPG groups as a whole and how they can join one. PK asked if members would mind volunteering to help manage the stall and give their experience of working within their PPG. Members where happy to help, and suggested we contact all members of the group to see if they would like to join in. They also mentioned doing this in shift as some of the members could only make certain times, and the stall will be covered throughout the day. They also mentioned having a interest for any of our patient were to attend the fair, the sheet could have 3 question associated with PPG's and then sign up slip if they wish to attend the next meeting to find out more .

Action: KL to gather all information from PP members that is sent to place on the stall, PK to also have all the posters ready for fair. Also to contact all members to see if anymore volunteers would like to take part.

Actioned: kl had all material and posters where ready for the fair and all members where contacted. Also slip for our patient to ask more questions.

We at duke medical centre would like to say a big thank you for everyone in the group for helping make the day a success.

3. ANP

We discussed with the PPG that we have a ANP in training and that she will start to help with our telephone triage, as we have had vast number of patients ringing that could be seen by a nurse. This should then alleviate the amount of appointment so more patients can be seen. We asked the group how they would feel speaking with our nurse, they all approved of this as the nurse is

well established in the practice and the fact that this could help free appointments for the GP they don't see a problem with trying this method. They asked if she wasn't able to deal with it what would happen, PK explain that she will be supervised and if there anything she couldn't deal with it was past back to a GP.

Action: To update on AVP in the future

4. Any other business

- Meeting times/dates

A member suggested a way to ensure more patients attended /joined a meeting would be to maybe look for a different day/time, as discussed previously PK had asked how we can attract other patients to the meetings. PK agreed that we could look at moving the meeting to see if we have a better outcome, and asked for suggestions:

- one member said evening can be pretty tricky if you have children an afternoon maybe a time to look at, KL suggested that a Thursday afternoon maybe and Idea.

- Another member suggested checking the date that we choose, could also have an impact on numbers. As these can sometimes fall in school/holiday periods which will also make it difficult to attend. KL said that we can look for different dates for future meetings to see if this helps.

- It was also mentioned to advertise the dates on social media as this may bring in a few of the younger patient.

- Join meeting with neighbouring PPG's

- To check the length of time they last as it can be difficult for patient to sit for a long periods of time. An hour would be a time to work towards.

- To look at how many meeting we have as patient can be put off as some have mention as this is a lot to dedicate coming to every year, may be look at 2 annually with a longer length of time.

The group appreciated that we may not be able to cater for everyone, PK said we could try and aim for a group of 5-10 patients. KL said that all suggestions are taken into consideration and that this could be something we could try out.

Action: Start adding meeting times to social media, to check dates and see if the coincide with any holiday for future date present to group later in the year.

Actioned: afternoon meeting place on hold due to a shift in opening times, date added to Facebook will await future date booking until next year as this year's dates are already confirmed.