

Stovell House Surgery  
Patient Participation Group (PPG)  
Minutes of meeting 4<sup>th</sup> December 2014 10.00 am

Present: Bob Sleeman (BS), Valerie Beagley (VB), Gill Frost (GF) Practice Administrator  
Jo Barnhurst attended from 10.30

Apologies: There were no apologies

1. Welcome and introductions: Due to the small number present introductions were not necessary.
2. Minutes of previous meeting 16.10.14: These were agreed with those present.
3. Matters arising: JB will prepare the information re ethnicity/gender etc and pass on to the group.
4. Group business: BS will continue as acting chair and GF to do the minutes until the AGM. Meetings will be held four times a year and possibly an open meeting in addition to the AGM with a guest speaker. A quorum of 4 would be appropriate for decision making. BS had been in contact with some of the virtual group who had shown an interest in joining but so far only one person has responded. He also spent some time one morning in the surgery talking to patients to promote the group. JB will keep the virtual group going for the moment. BS had replies from the rest of the group re dates for the AGM, this is likely to be an evening in March, 7.15 for a 7.30 start. GF to finalise the date with the doctors and advise the group.
5. Work plan: Using some of the NAPP suggestions BS had highlighted some areas he felt the group could work on, short, medium and long term objectives. The 2 objectives that were agreed are: 1) providing feedback from patients and 2) ensuring patient information/advice is user friendly. VB said if she were to continue she would be interested in offering bereavement support, she has experience through her work with Cruse. It was also suggested that the group may be able to help in promoting health awareness days like the recent no smoking day.
6. News from the practice: The practice has extended the number of phone lines and there are now 2 lines for outgoing calls only. JB is still waiting for the CQC report and also for the paper copies re Friends and Family. The GP's have cards they can give to patients asking them to write a review about the care they have received. There was a discussion about an automated system for patients to use as they leave the surgery however, this would not be practical in our surgery at the moment. BS is also a member of the PPRG (Patient and public involvement reference group) and will attend CCG network meetings.
7. Any other business: BS reported he had feedback from patients that prescriptions were not always going electronically. JB said there had been some problems initially and there are certain drugs that have to be printed. The pharmacies sign the patients up but the surgery is able to change nominated chemists if the patient asks.
8. Date of next meeting: AGM date to be advised.

The meeting closed at 11.00 am