

Stovell House Surgery
Patient Participation Group (PPG)
Minutes of meeting 07 January 2016 10.00 am

Present: Bob Sleeman (BS), Janet Ambrose (JA), Tracey Hague (TH), Anne Miller (AM) and Eric Webb (EW)

Minutes: Gill Frost (GF) Practice Administrator

Correction to previous minutes: Janet's surname is Ambrose

Apologies: Valerie Beagley and Caroline Knight.

1. Welcome and introductions: BS thanked everyone for coming and introductions were made.

2. Group business: Dates for future meetings were set. The AGM will be held on Tuesday 15th March 7.30-8.30 at the surgery. The next committee meeting will be Thursday 7th April at 10.00am. The agenda for the AGM was discussed, to include minutes from 1st AGM, the draft minutes from last year will be available on the website. BS to do a poster for the noticeboard in reception. Emails are still being sent to patients who are part of the virtual group but there has been little response. The information packs given out at the last meeting had been used and BS will arrange for other members to have a pack. CK has visited the surgery on several occasions and her report/suggestions had been passed to the Practice Manager for comments.

Automated doors – the surgery applied for an improvement grant in July 2015 to install automatic doors and a better ramp into the surgery, we are still awaiting a response from NHS England.

Pushchairs/buggies – notices have been put in the waiting room asking patients' to be more considerate when leaving pushchairs and buggies.

Toys for children – due to infection control restrictions the surgery does not have an area for children's toys and will not be providing one in the future. TH asked if there was a group of volunteers who would ensure the toys were sterilised weekly would we reconsider, however this would not be adequate as toys would need to be cleaned after each child had handled them. BS will ask other surgeries what they do and also seek advice from NAPP.

Surgeries running late – laminates have been produced for reception staff to make patients aware if clinics are running late and allow patients to re book if necessary.

It was suggested that the PPG have a table at one of the local summer fairs to raise awareness. BS to put something in the residents' newsletter and JA will put a leaflet on the noticeboard at Mildred Court. Each of the committee members agreed to try and spend some time in the surgery with the packs provided to talk to patients.

3. Work plan: The surgery is aware of various charity events that are planned and if the PPG wanted to do something it they should let the Practice Manager know.

It was suggested that social media could be used to increase membership but this would not be for "posting" comments. GF explained that the surgery had a website and if the PPG wanted anything to be added to their page this could be done. It was unlikely that the doctors would agree to social media like Facebook but GF to ask.

4. News from the practice: The committee asked again for details of complaints received. This data is submitted to the CCG on 31st March and JB will provide a copy to the PPG.

5. Any other business: TH had read the CCG summary report and had several questions which she would put to them. She asked if the Health Watch directory could be made available in the waiting room. GF to check if the surgery received it.

6. Date of next meetings: AGM –Tuesday 15th March 2016 7.30pm
Committee meeting – Thursday 7th April 2016 10.00am

The meeting closed at 11.20 am