

Stovell House Surgery
Patient Participation Group (PPG)
Minutes of meeting 16th October 2014 10.00 am

Present: Jo Barnhurst (JB) Practice Manager, Gill Frost (GF) Practice Administrator, Valerie Beagley (VB), Tracey Hague (TH), Caroline Knight (CK) and Bob Sleeman (BS)

Apologies: Caroline Rogers and Eric Webb

1. Welcome and introductions: JB welcomed everyone and thanked them for coming. Introductions were made and BS agreed to be acting chair.
2. Ground rules: Some ground rules had been drawn up with advice from NAPP (National Association for Patient Participation). These were agreed by those present.
3. Aims and objectives: A draft constitution had been distributed prior to the meeting, this was discussed and with some minor amendments agreed in principle but it will need to be formally adopted at the AGM. JB explained that the surgery is part of the Woodside/Shirley network and there are PPG's in several surgeries so it may be helpful to contact them. CK felt it was important that the group included a cross representation which everyone agreed with. Although it is a small group at the moment it will hopefully grow, with a maximum of 10 members. TH suggested advertising on social media sites like Facebook/Twitter, however this is something that could be looked at later. NHS Choices and My Health London are recommended websites and the surgery has its own website.
4. What do we want from this meeting? BS gave out some information from NAPP titled "What can a PPG do?" It was agreed that the group would come up with some ideas to be discussed at the next meeting. BS to propose an agenda. There is a notice board in the corridor, next to the prescription hatch. TH suggested a suggestion box but this has been tried in the past, unsuccessfully. The newsletter is available in reception and there is a tear off slip for comments which can be handed in to reception. There was a lot of discussion regarding the best way to promote the PPG with several suggestions including face to face contact, producing a leaflet, surgery website address to be put on back page of prescriptions. CK comes to the surgery regularly and is happy to talk to patients face to face and if this became a regular feature it could be advertised on the notice board.
5. What do we want from a PPG? To promote and encourage a good relationships between patients and the surgery. To discuss ideas that will benefit all parties and report back to the doctors via JB.
6. What don't we want from a PPG? The group should not be derogatory to the surgery or enter into criticism of individuals. It is not to be used for medical advice, this type of enquiry should be sign posted to the website or to the surgery.
7. Being representative! Starting and working with a virtual group: There are approx 60 patients who are members of the virtual group and JB will contact them all to ask if they are happy for their email address to be passed on to the PPG email account. The virtual group will continue for the time being and minutes could be shared with them. Future meetings could be held on Tuesdays or Thursdays during the day or evening meetings could be held in reception when the surgery has closed.
8. Next steps: A date for the AGM will need to be arranged and the constitution to be formally agreed. CK and BS to meet at the surgery on 21/10/14.
9. AOB: JB meets with the doctors every Monday so she will discuss anything relevant and then feedback to the group.
10. Date of next meeting: **Thursday 4th December at 10.00am.**

The meeting closed at 11.00am