

Stovell House Surgery
Patient Participation Group (PPG)
Minutes of meeting 15th October 2015 10.00 am

Present: Bob Sleeman (BS), Valerie Beagley (VB), Janet Ambrose (JA) Tracey Hague (TH)
Gill Frost (GF) Practice Administrator

Apologies: Eric Webb and Ann Miller

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

2. Group business: It was agreed to have 4 meetings a year one of which would be the AGM and the date for the next meeting was set for 07/01/16. The doctors will attend the AGM. BS sends emails to those patients on the virtual group as well as the committee but gets very little response. It was generally felt that people do not know enough about the PPG or who the committee are. In order to increase awareness CK suggested putting a photograph and name of each committee member on the notice board and asked if it would be possible to move the notice board into the waiting room. There could also be a suggestion box for patients to use and CK is happy to check this on a weekly basis and report back. TH felt the link on the Surgery website to the PPG was too wordy and asked if it could be condensed.

BS handed out some packs to each member with information regarding the PPG and how to contact them. He suggested they could be used to open up a conversation with patients in the waiting room. He will contact local resident associations to include the PPG flyer on their websites and in their magazines. GF to ask if the practice leaflet could include PPG details. TH will contact the Director for Public Health and ask if letters sent out could include "Have you heard about your PPG?"

3. Work plan: Review arrangements next year. Self Care week is 16-22 November and PPG would be happy to be involved if the surgery needed them. GF to let BS know.

4. News from the practice: The practice had applied for Investors In People and are delighted to have been awarded Silver. There is a staff vacancy which is being advertised. Telephone call statistics are not kept by the practice.

Complaints – none at present, however TH asked if they could be given a picture of how many complaints had been received over the last year and the type of complaint. GF explained that complaints made are acknowledge with 48 hours and after investigation a response would be sent. There was an incident when a verbal complaint was made but the patient did not get any feedback, GF to discuss with Practice Manager.

CQC report is available for anyone to read on the website and there is also a hard copy in reception for patients to borrow.

BS reported that the feedback he has within Woodside/Shirley cluster is that our PPG is not unusual in that they either do not have a working PPG or very few members.

There is a public meeting on 19th October to update on the commissioning services for older people this will affect social services, health & wellbeing and housing.

BS had a copy of full report from the CCG AGM, passed to CK to read.

CQC report for CUH had several "goods" which is an improvement on 2 years ago. They have been advised to build new operating theatres.

5. Any other business: CK had talked to patients in the surgery over a few weeks and produced a survey which she handed out. GF to pass to Practice Manager for feedback at the next meeting.

TH asked why the AGM minutes were not available on the website, this was because they had not been agreed. GF to arrange for the draft copy to be available.

VB is still happy to be contacted if anyone needed bereavement counselling.

6. Date of next meeting: 7th January 2016 at 10.00am

The meeting closed at 11.30 am