

**Patient Participation Group Meeting**  
**Wednesday 20<sup>th</sup> January 2016**

**1. Welcome**

Stella, Chris, Leslie, Louise, Christine H and Pauline

**2. Apologies**

Carolyn, Christine P, Jo, Jim and Carolyn

**3. Minutes of Last Meeting**

**PPG Recruitment.** Stella briefly discussed recruiting more members for the Patient Participation Group. It was suggested that letters invites were sent out at random to a certain number of patients inviting them to future meetings at the practice.

**Glossy Pamphlet for Practice.** When last year's Patient Practice Survey was published it was suggested that a Glossy Pamphlet containing more in depth information about the surgery and the services it has to offer. It was also suggested the pamphlet could contain information regarding the GP's such as special interests and areas in which they specialise in. There would be two pamphlets available, one at each site for the patients to read through and return to reception. A query was made re the cost of these pamphlets; the pamphlets are being designed and typed by Chris and would be printed at the Business centre located in Eckington to keep costs to a minimum.

**Flu & Shingles Vaccines.** Flu Vaccinations are coming to a close; all patients who were eligible have been vaccinated. Practice Nurse Julie is currently working through the remaining patients who are eligible for the Shingles Vaccination.

**4. Matters Arising**

**Attendance & Regularity of Meetings.** It has been decided by the PPG that we will have 4 meetings per year, ideally every quarter to tie in with the certain items such as the annual patient practice survey and quarterly practice newsletter. Additional meeting may need to be added for when survey results have been collated etc. However these additional meetings may only require a couple of PPG members and would be shorter than the regular meetings.

**Flu Clinics for this Year.** Stella discussed training the practices HCA Lisa to issue flu vaccines as well as the practice nurse Julie. This year the practice will have a full week of flu vaccination clinics at each site with Julie and Lisa as opposed to every Friday through September and October. As well as not drawing out clinics and being more convenient for patients, this would hopefully reduce the amount of patients being poached by local pharmacies as per new guidelines put in place by NHS England last year.

**Patient Practice Survey 2015/16.** The Patient Practice Survey will end Friday 29<sup>th</sup> January 2016. It has been decided by the PPG that this year, Chris will collect the surveys collate the information and design / publish the spreadsheet containing the results. The results of the survey shall be ready by the end of February, ready for Stella to submit to the health authority at the beginning of March.

## 5. Any Other Business

**Vending Machine at Eckington Branch.** On W/C 7<sup>th</sup> December a Vending machine was installed at the Eckington Health Centre where the Eckington Branch of the practice is located. It contained high fat and high sugar snacks but 2 items which were diet. It had also been installed where the first 3 seats were for the surgery which are usually given priority to the elderly and disabled. The practice had not been made aware of this as there had been no discussion regarding the above between DCHS (the owners of the building) and the Practice. After receiving a number of complaints forwarded on to DCHS by the practice, they have made the decision to remove the vending machine on Wednesday 27<sup>th</sup> January 2016.

**Removal of Concrete Planter at Renishaw Surgery.** The concrete planter which was located to the right hand side of the reception desk at Renishaw surgery has been removed over the weekend due to it becoming slightly obstructive to passing patients, staff and visitors. It has also been decided that the PPG Noticeboards will be divided and attached to the walls creating more floor space and allowing information regarding the practice and services to be viewed more easily.

**CCG Visit (Not CQC Visit Sadly).** The practice received a routine visit from Hardwick CCG last week. This was to evaluate the practice, looking at all areas from the way the receptionists work to how well the practice is sticking to the medication budgets. The outcome was very positive with the CCG wanting to use some of our methods such as the way reception deal with patients, appointments etc. and rolling them out across all 14 of the other practices covered by Hardwick CCG.

**Medicines Management Team.** The Medicines Management Team have offered to visit the out PPG to do a brief presentation followed by a discussion regarding patient medications. Examples may include the use of antibiotics and ordering repeat items of medication when they are not needed. Stella will contact the team to arrange a date for them to attend.

## 6. Time and Dates of Future Meetings

Wednesday 13<sup>th</sup> April 2016, 1pm at Renishaw Surgery

Wednesday 6<sup>th</sup> July 2016, 1pm at Renishaw Surgery