

Patient Participation Group Meeting

Wednesday 29th July 2015

1. Welcome

Stella, Chris, Gail, Leslie, Louise, Pauline and Jim

2. Apologies

Carolyn, Christine P, Jo and Christine H

3. Minutes of Last Meeting

PPG recruitment – the posters and flyers that Chris had designed have attracted 2 new members.

Unfortunately one of the members will be unable to attend meetings but is happy to be a virtual member and will be emailed with information relating to minutes etc., the other member would like to attend the PPG and we look forward to her attending the next meeting.

Visit our website poster for Eckington has been put in place, promotion of choices website flyers have been put on each of the reception desks, along with information relating to online appointments, prescription ordering and access, contact slips for patient to complete with mobile and landline number updates.

Glossy pamphlet is still to be designed.

Flu & Shingles Vaccination Clinics have been organised from the beginning of October

4. Matters Arising

Care Coordinator, Gail Turner attended the meeting to introduce herself and give a brief outline of her role and responsibility within the practice

Patient Practice Survey 2015/2016 the group discussed the wording of the survey and a few changes were requested – surveys would be headed up for Eckington site and Renishaw site. The final draft to be sent out to the PPG via email to approve, copies will then be printed and be in place on the reception desk at the start of September. The survey will run from September to the end of January

Disabled Toilet at Emmett Carr Surgery- a query from a patient regarding the position of the light and hand dryer in the disable toilet at Renishaw surgery had been raised. A notice has been put on the door to inform any patients using the toilet to ask the receptionist for assistance with the light if they are having problems. As soon as funding is available the re-routing of the light switch will be done.

Did not attend appointment's – Numbers were discussed for the previous few months, letters are still being issued to patients who have not attended two or more appointments within a 6 month period.

5. Any Other Business

Ashgate Hospice Sparkle Walk- 9 members of staff from the practice took part in the 10k sparkle walk raising a total of £1071.08. Each year all staff at the practice also make a donation to Ashgate hospice instead of sending Christmas cards.

Patient Reference Group & Patient Networking Group Meetings; Unfortunately due to other commitments Pauline and Jo have had to withdraw from attending the Patient Reference Group and Patient Networking Group Meetings. They will still be attending the Practice PPG Meetings. Chris has kindly offered to attend both sorts of meetings for the foreseeable future; He has emailed the relevant people to inform them of this change and has also requested the minutes from the four previous meetings so he can get fully clued up on what is happening.

6. Time and Dates of Future Meetings

Wednesday 7th October 2015, 1pm –cancelled

Wednesday 20th January 2016, 1pm