

## MINUTES OF PATIENT PARTICIPATION GROUP 4<sup>TH</sup> September 2013.

Attendees: - S.Hadley, M. Rees, J. Hughes, S. Mosley, A. Mills, M. Mills, D. Phillips, B.Chare, R. Sellarajah, E. Boyle, G. Horton.

Apologies: - S. Halford, C.Hodson, S. Davies.

1. Meeting opened 6.40 pm.

2. R. Sellarajah introduced himself as the new Practice Manager and a presentation on what the PPG should be able to achieve in improving patient experience. He then issued a set of Ground Rules for PPG Meetings and a meeting framework. These were accepted and will be used for all future meetings.

3. D. Phillips outlined how it is necessary for the PPG to publicize it's existence in order to increase the membership. New members should include representatives of both genders, and varied social and ethnic backgrounds.

S. Mosley pointed out that the timing of the meetings made it difficult for some groups, such as single parents, to attend and asked whether a sub-group could be formed to meet during the daytime.

As Practice Staff are not available during surgery hours D. Phillips suggested an on-line forum could be set up to allow remote participation. It was appreciated that this would only be available to those on-line. The setting up of an on-line forum will be investigated.

4. Election of a Chair.

J. Hughes was proposed by M. Rees and seconded by S. Hadley. The proposal was carried by 8votes to nil.

J.Hughes was appointed Chair for the ensuing year.

It was decided not to appoint a Vice-Chair.

5. In future PPG Meeting Minutes will be issued electronically to members with email addresses . Email list will be issued Blind C C. PPG members not having email access would receive copies by post.

6. G. Horton reported that Did Not Attend (DNA) figures for the months of June/July/August 2013 showed a reduction when compared with January/February/March 2013. It is hoped this positive trend will continue. The practice now has a register of 9,300 patients.

7. D. Phillips asked about the last two PPG meetings being cancelled due to the attendance being insufficient to form a quorum (8 minimum). S.Mosley asked whether 3 monthly meetings may be better attended. There was then discussion on meeting frequency, including monthly meetings It was agreed to continue with bi-monthly meeting and try to increase membership of the PPG.

8. J. Hughes reported on the PPG members attendance at the surgery. Feed-back was generally very positive. Some patients reported difficulty in obtaining appointments with their preferred Doctor.

9. J.Hughes asked if the next PPG meeting could be held Wednesday 30<sup>th</sup> October 2013. This was agreed.

10. R. Sellarajah advised the Shingles Vaccine will be available for patients who were 70 or 79 on the 1<sup>st</sup> October 2013. 108 patients on the practice register had been identified as eligible.

11. J. Hughes advised there appeared to be some problems with the new Electronic Prescription Service. G.Horton advised delays had been experienced between the doctor authorising the prescription and the pharmacy receiving it. This was being investigated by the specialists. Doctors are issuing prescriptions as before.

12. G.Horton advised the diabetic clinic nurse Paula Firth had now left the practice and a new nurse will be appointed when the selection process has been completed.

13. The meeting was closed at 7.50 pm.