

## **MINUTES OF PPG MEETING HELD ON TUESDAY 2 JUNE 2015**

Present: Hillary Jackson, Dr Singh, Angela White, Anne Wilks, David Frankum, Goriola Sonola, Sandra Lawson, Shelia Upton and Gaynor Tallis.  
Roma Taylor and Les Conway apologies given.

### **1. Carers Week 8 June**

Guideposts are coming into surgery to promote carers week commencing 8 June. They will utilise the reception area and will be there for patients to speak to.

### **2. Training**

Training is going ahead for staff members on EPS this week and Michelle Sawyer will be training staff in carer support on Friday 12 June following on from carer's week. It was put to the group that a member of the PPG could also be present.

### **3. PPG e-mail address**

There will be an email address specifically for the PPG for patients to contact members via practice website and NHS Choices. The address is [PPG@bedworthhc.nhs.uk](mailto:PPG@bedworthhc.nhs.uk).

### **4. Virtual PPG**

A proposal was put forward to begin a virtual PPG to reach patients who cannot come into surgery to encourage discussion. There is a hope that this will show the practice is engaging with patients and encouraging new ideas. Patients will have the ability to email the practice through email. Hillary will send each PPG member information regarding this and the topic will be discussed again in the next meeting.

### **5. EPS**

There will be training for EPS this week and the surgery will be going live on 10 June 2015. It will be done on a trial basis to see how well it works initially. Hillary and our Pharmaceutical Advisor, Dee Martin are to hold a meeting with participating chemists on 4 June to discuss potential problems. The members were asked to think of any questions they would like to ask which can be raised in the meeting. PPG members agreed they would each sign up to give the new EPS system a go and would feedback on their experiences.

### **6. PPG Action Plan 2015**

It was asked of the members to think of points of action for this year to put into the surgery newsletter. Looking for ways to move the practice forward. The Actions discussed are listed below:

DNAs; Setting up Virtual PPG; Appointments on Line; Patient Survey; Newsletter.

a) Patient Survey

It was proposed the patient survey be looked at again in an attempt to condense its contents to make it more patient friendly and to continue with it around the time of flu immunisations to target as many people as possible. It was thought including questions on the EPS and services offered by the surgery would be good to incorporate into the survey. It was thought that it would be a good idea to promote the survey through the surgery website. A point was made regarding publishing the results on a board in reception. The survey is currently published on the surgery website and a paper copy was left on the counter top.

b) DNAs

It was proposed an action plan be put into place to try to promote the importance of cancelling appointments. A point was raised that may be a charge could be incurred for failure to attend. The number of DNAs could be displayed in reception as they were formally and the ability to highlight DNAs within the patient survey might be a good idea. DNAs were slightly up in March to 164 but had dropped to 132 in April and 136 in May.

c) Cancer Awareness

It was agreed that this could be looked into again with David Frankum coming into surgery early next year, January 2016, between 8.00am – 1.00pm to target more people.

d) Diabetes Awareness

It was thought more could be done to highlight diabetes awareness, a meeting for patients could be arranged to come to with Dr Hickson, Dr Vinod Patel from the George Eliot, drugs representatives and the diabetic group lead, Gill Franklin in attendance. Gill Franklin to be contacted to see what support she can offer us and drugs representatives to also be contacted to see if they would agreeable to attend.

## **7. PPG Newsletter**

It was agreed to introduce the new doctors in the PPG newsletter. It was also agreed that a newsletter be handed to patients after completing the patient survey which would be a way of promoting services.

## **8. Feedback from WNCCG**

David Frankum attended the last WNCCG meeting and felt it was not particularly useful for the practice. Heather Gorringer to be contacted to ascertain relevance to members attending the next meeting. Goriola Sonola has agreed to accompany David Frankum to the next meeting being held on 6 July.

## **9. NHS Choices Website**

Hillary reported there has been a lot of positive feedback from the website.

## **10. FFT**

Blue and white Family and Friends Test cards are being left out for patients to complete. Comments are mostly positive and Hillary has agreed to bring some of them to the next meeting.

### **Other Business (following on from the minutes from the last meeting)**

There has been no care quality commission inspection. Local surgeries are having another round of visits in July and August.

Hillary has agreed to forward copies of the patient survey, powerpoint presentation, information on virtual PPG and last year's DNA figures to all PPG members.

Helen is to be invited to the next PPG meeting, following on from the previous meeting, to update members on accident and emergency patient follow ups.

A meeting agenda has been asked to be made available 48 hours before the next PPG meeting.