

## Patient Participation Group Meeting

Thursday 29 May 2014 – 4.00pm

Attendees: Karen, Sue, Tony T, Mike, Penny, Jan

Jan informed the group that Tony K had moved from the area so would not be attending.

The results of the Patient survey were discussed again and everyone was pleased with the results, especially the 100% response for recommending the surgery to family and friends.

Suggestion for innovations – moving the practice forward:

Displaying a poster in the waiting room inviting others to join the PPG.

Develop a directory of services to be posted on the website – with information and signposting to various services, e.g. Physio Direct.

Informing patients about the services that Pharmacies offer. Mike explained how the pharmacy had taken over the ordering of his medication and he felt it would be helpful to inform others. Further discussions took place regarding a display for the waiting room and also information on the website which could also incorporate information regarding Electronic Prescribing which the Practice has just started.

With regards to moving the Practice forward and reaching a wider patient population, Jan informed the group that she had just started a course on Social Media for Businesses that was looking at 'Twitter', 'facebook' etc., she would discuss this further at the next meeting as these would hopefully be developed further.

Karen asked about CQC and if the Practice had any information on display for patients with regards to how this was being managed. Discussions took place about this being topical at present and about the aims/visions of the Practice.

Jan discussed the need to agree at least 3 key priority areas in relation to moving the Practice forward, either from the list above or from any further suggestions. It was agreed that the above suggestions would be looked at by the Practice and possibly put in place and if anyone had any further suggestions then these would be discussed at the next meeting.

Suggestion from Patients:

Although no suggestions had been put into the suggestion box, a patient had verbally suggested about being able to book telephone consultations on-line. Jan will look into this and report back.

From this it was also suggested that on-line booking for Nurse Practitioner appointments may be useful.

AOB

Jan informed the group that 'Wold View Surgery' had expressed an interest in PPG having meetings together, the general consensus was that this may be beneficial. Jan would contact them to see if she could arrange this for one of Wold View's forthcoming meetings.

Next Meeting – Thursday 4th September 2014 at 4.00pm.