

MINUTES OF THE SUB GROUP PPG MEETING HELD ON
Wednesday 4th November 2015

Present:- John Kelsey (chair), Helen Lewis, Eileen Wears, Kelsey Stoddart, RJ Lilly, Joan Bedlington and Carole Graham

Items for Discussion

1. Matters Arising/Action Log
2. PPG recruitment feedback
3. PPG recruitment next steps
4. PPG Newsletter update
5. NHS England/CCG updates
6. Any other business

Poster is now laminated and displayed. Leaflets are readily available in the practice for patients to pick up. Email was sent out to all registered patients with an email address in their records; initial email was asking who would be interested in partaking in the PPG; there was 27 responses (this includes the current members of the PPG) who either were interested in joining the PPG or just had particular areas of interest that they would like the PPG to focus on. Notice board received from Joan; Margaret Clark informed to add to the handyman's 'to do list' when he is next in; to be displayed in the lobby- hand sanitizer to be moved. No further forward on the newsletter at this time; RJJ to discuss in partners meeting- possibility of a one off newspaper to be posted out to all patients then maybe have a virtual one on website. DNA's discussed; RJJ to revisit the idea of an open surgery in some way with partners, also is there a possibility the DNA's could be broken down; which of those were 'book on day', 'pre-bookable' 'internet booked', nurse appointments or GP etc. Also for PD to look at the possibility of a Text service for our patients.

After receiving the virtual replies from the mass email sent to our patients PD and the group have decided on hosting a drop in night for anyone interested in seeing what the PPG is about and to give their ideas and/or their areas of interest to the group. This will be held on Tuesday the 17th of November at 18:30 for approximately one hour. Joan is doing some A4 sheets along for patients to write any 'interests', 'skills' and/or 'concerns' they may have. JK will give a brief speech to everyone to explain what the PPG is about. There is now a PPG generic email available to convey information to give virtual members a chance to communicate; still continue with the face to face meetings. KS to discuss the possibility of a 'PPG forum' with PD- to run via Bridge End Surgery website?

RJJ explained the Chester-Le-Street Federation service to the group and informed the group that the senior receptionists of the six involved practices meet up once a month.

Re visit the suggestions for the flat screen display and what the contents of that should be. KS to get information from PD and JK on this and to create a draft presentation for next PPG meeting.

Six month left of the report year; need to identify objectives. Group wanting this discussed next meeting as there are still concerns as last year's report seemed inaccurate. Next meeting to be early January 2016 please.

Action Log

	Actions from 8th May 2015 meeting	By	Date completed or Date Reported
5/15/2.0	Convene meeting to discuss PPG patient leaflet and poster to increase membership	Paul	22 nd June 2015
	Actions from 22nd June 2015 meeting	By	Date completed or Date Reported
6/15/2.0	Poster to be drafted for display in surgery Leaflet to be drafted about role of the PPG to be available hard copy and email Email list of contacts to be updated	All All Paul	
	Actions from 14th September 2015 meeting	By	Date completed or Date Reported
7/15/2.0	Poster to be laminated and displayed	Paul	
	Covering email needed for PPG leaflet to be sent out Comments on email to be sent on draft email	Paul All	
	Noticeboard photo to be emailed in	Joan	
	Draft issues for newsletter to be circulated Comments on draft issues	Paul All	
	Dr Lilly to decide on noticeboard review Paul to look at recent DNA information Group to consider what to put on screen	Dr Lilly Paul All	