Patient Participation Group

Minutes 27/09/16

* **Present:**
  + Dr Tom Sharples
  + Kim Yarnold
  + Geoff Bell
  + Emma Baxter
  + Evan Lack
  + Clive Mutch
* **Apologies**
  + Stewart Sadler
  + Trevor Gill
* **Minutes of last meeting –** Agreed and discussed
* **PPG run by the PPG? –** At the present time to continue to be ‘led’ by the surgery, to provide ample time for agenda to be reviewed and new items added by PPG as wished. Different members of the PPG can ‘chair’ the meeting and agenda each time if its felt the practice is leading the meetings too much. **To consider meeting in the Pub** rather than in the practice- TS to look into.
* **Fundraising-** Plan for low key ‘winter event’ to be held at Shenington surgery- to look into use school carpark. Members of PPG to search for prizes, donations etc. To also see if any local artists/crafts- that would choose to ‘rent’ a space to sell their items. KY to look into health and safety of the practice. Teas/coffes mince pies etc. To aim small and increase in future years if a success. When arranged to advertise via text and posters /website etc. Even if starts as coffee morning we can develop based on interest.
* **New Staff-** Drs to include first names in newsletters etc but retain ‘Dr Title’. When registrars start to use GP registrar as a title. Consider using information as to someones role etc regarding staff. Possible flow chart as to staff members. Plan to try and attract another apprentice in dispensary.
* **IT bid Shenington-** Gaining momentum – if delays GB to kindly write supporting letter on behalf of PPG.
* **Development at Shenington-** To place architect drawings in Shenington. To demonstrate changes and reassure no impact on patient services. Can also add to website.
* **Annual Survey-** Details passed to EB who will review questions and return. No plans to do survey immediately can also consider best way of collecting the data regarding when and how questionnaires handed out.
* **Practice newsletter-** Positive feedback. To amend spelling errors/font size and boxes, consider changes to Zero tolerance section and Vaccination part. To group together similar information. To keep to 4 pages long. To add missed appts time. To include PPG section in future- re: role in surgery/ideas and plans. Consider Staff page/team page- e.g. day in life of a dispenser. Use of ‘thought bubbles’ to give snippets of information. (These can also be used around the practice). Remove ‘inside issue’ section to free up space. Consider ‘Sober October’ as well as ‘Stoptober’. To consider racks for walls so copies more readily available. Ensure enough printed and left in surgery. Once decided discuss with PPG re distribution. Previous plans re electronic emailing via parish council etc. Alter details on the outcome of the Horton Hospital. To think about ‘Must/could/should’ process when considering content.
* **Practice information –** improve what is on notice boards. Clarity. Try to delegate in practice to individual. Consider sign stating what items MUST be displayed for CQC purposes. Thought bubbles as above- e.g. on dispensary door number items dispensed each month etc.
* **AOB –**
  + CPR training for public- TS to liaise with ‘wideawake training’ aim for session Fenny and Shenington if able.
  + PPG representation at CCG level- EL agreed to attend on behalf of the practice. We will also forward on emails from CCG re local topics management etc.
  + To use BCC to prevent overfilling of inboxes- all points to be directed through myself.
  + EL to look into Oxfordshire steroid injection service withdrawal- ? able to operate via our practice KY to look into legalities /cross border issues.
* **Date next meeting – Tuesday January 24th- in the Castle Pub Edgehill.**