

Patient Participation Group Meeting

Thursday 2ND March 2017

Minutes

Present

Janet Wain, Freda Price, Emma Stone, Tony Wardle, Lynne Tomlinson, Dr Stuart Mellor

Apologies

Paul Mason, Christine Woodcock

1. Minutes of the Last Meeting

The minutes of the last meeting were reviewed

2. New Members

We do have one new member Carol who could not attend tonight's meeting but will be attending the next one. We look forward to meeting her.

Since the meeting we have also had two more new members join the Group. We look forward to meeting them.

3. Comments/Complaints/GP Survey

The group received a PowerPoint presentation from the Practice regarding the results of 2015/16 Patient Survey. The results were compared to those of the Previous year and also compared to those of the other local Practices. Overall the results were very positive.

4. Flu Survey Results

The survey was undertaken as it was the first time the Practice had held its annual flu clinics on a Saturday Morning.

The results from the survey undertaken at the recent Flu clinics were discussed. They showed that overall the patients were happy with the service they received on the day when attending for their flu vaccination.

5. William Gregg – Well-being event

A leaflet was passed out to each member informing them of a Well-being event that was due to be held on the 21st March 2017.

The event was for anyone to attend they were measuring blood pressure, height, weight etc.

6. Place Based Working – Heanor Place (Kelvingrove Medical Centre, Park Surgery and Brooklyn Medical Centre)

- **8am-8pm working** – Heanor Place are currently looking into having 8am-8pm opening Monday–Friday, spread out over the 3 Practices.

- **Advanced Nurse Practitioner** – Heanor Place had the services of an Advanced Nurse Practitioner for 6 weeks who was able to visit acute patients at home, to free up the GP's time. This service proved to be very effective and was received very well by the patients.

7. Patient Online Access

There is currently a big push for patients to sign up to the Patient Online Access service which gives them the ability to book and cancel appointments online, order prescriptions and view parts their Medical records.

If anyone would like to sign up for this service please speak to a member of the reception team.

8. Any other Business

We as a group and as a Practice need to try and push to increase group membership.

Tony has very kindly agreed to us giving potential new members having his mobile number if they would like to have an informal chat to get an idea of what the PPG is, the topics discussed etc.

It has been suggested that members of the PPG hold a taster day where they will come into the Practice Waiting areas and talk to Patients about the Group and encourage attendance. The best day for this was felt to be Tuesday mornings.

9. Date of next meeting

Thursday 8th June 2017 – 4.30pm at Kelvingrove Medical Centre

(Since the meeting the date has been changed to Thursday 15th June at 4.30pm)

Thank you to everyone who attended and apologies received. We look forward to seeing at the next meeting at Kelvingrove meeting on 8th June 4:30pm.