

**PATIENT PARTICIPATION GROUP MEETING
TUESDAY 25 JUNE 2013**

MINUTES

Present

Dr Lesley Foskett, Lynne Tomlinson, Sheila Mellors, Glenys Tucker

Apologies

Rebecca Toms, Janet Wain, Diane Peace

1. Minutes of last meeting

The minutes of the last meeting were reviewed

Prescription satisfaction survey actions:

- Synchronisation of medications – slips added to prescriptions over 2 month period, asking patients to contact the Practice if medications out of synch.
- Notice in waiting room informing patients re: methods of ordering prescriptions, including online ordering.

2. Matters arising

Flu Jab DVD

If available this year, link to the DVD to be put on Practice website.

CCG (Clinical Commissioning Group)

Information regarding the functions of the CCG, to be put on Practice website

3. Attracting New PPG members

The Practice would welcome more members to the group. Discussions took place on how best to promote the group. Suggestions included:

- Posters on website
- Colourful flyers to give out
- Article in the local newspaper/The Villager (perhaps combine with other Practices in Heanor)
- Contacting Asda/Tesco re: article on their notice board
- Contacting schools
- Flip chart in Practice waiting room

Glenys had previously visited 'Blend' to ask if any members would be interested in joining.

The Practice to promote the PPG Aug/Sept. to try and attract new members.

4. Next Practice Patient Survey

The group discussed areas for the next Patient Survey. The Practice offers CVD screening (cardiovascular disease screening) and the group felt it would be a good idea to find out if patients found this screening worthwhile. It would also be

beneficial to know the reasons why patients are unable to attend their screening appointment eg. Inconvenient times etc.

Questions to be drawn up and circulated to group members via email and discuss at next meeting. The plan would be for the Survey to be carried out around October.

5. Change of PPG meeting Day

Discussion took place re: changing the PPG meeting from Tuesday to Thursday, as this may be more convenient for some members. The Practice will consult with all members to see if Thursday would be convenient.

6. Next Joint PPG Meeting

The next meeting is later this evening. A speaker from the Ambulance service will be present to talk to the three Heanor PPG groups about how the ambulance service works. Glenys and Lynne will be attending.

Next Meeting

The next proposed meeting date is Thursday 26th September at 5:30pm (pending discussion with all members re: changing the day)