

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) HELD ON
TUESDAY, 13TH SEPTEMBER, 2011

PRESENT:

PATIENT REPRESENTATIVES:

MR PETER BUTTERS – PB
MRS ELIZABETH JACKSON EJ
MISS ROSEMARY REBO - RR
MRS JANET RICHARDS - JR
MR ANDY WAGNER – AW
REV JOAN WAGSTAFF - JW

PRACTICE REPRESENTATIVES:

SUE ROBERTS - JSR
DOT LAWTON - DL
NICKI ROGERS - NR

APOLOGIES: Patricia James. Susan Edge.

RESIGNATIONS: NONE

Minutes of Previous Meeting

Read and agreed.

Ground Rules

JSR gave meeting an overview of ground rules.

Chairperson, Secretary Treasurer nominations

Nominations were asked for Chairperson for Group.

Mr Andy Wagner said he would like to nominate himself as Chairperson. Members agreed. Mr P Butters seconded the nomination.

Chairperson of PPG is Mr Andy Wagner.

Nominations for Secretary – No volunteers or nominations.

The Group asked if the Practice could supply secretary assist for the present.

JSR agreed. DL to continue.

Treasurer

The post of Treasurer – it was agreed to defer until a later date. Possible when future funding is agreed.

AW felt it would be a good idea to have a deputy Chairperson. The Group agreed.

Mr Peter Butters was proposed and seconded by Rosemary Rebo,

JSR said she would ask within Practice for another staff member to assist with secretary minute taking.

JSR asked AW if he would like to chair the meeting.

AW said happy for JSR to continue for this meeting. He would chair next meeting.

SR informed Group that 3 patients had shown an interest in joining the PPG.

DL had sent out invitation to next meeting, Minutes of last meeting and copy of presentation.

None of the 3 patients arrived for meeting.

Name of Group

After a discussion it was agreed to name the group 'Old Hall Surgery Patient Participation Group'.

Schedule of Meetings

The Group agreed that the meetings are to be held every month.

Minimum of 3 including Chair for decision making.

If any member not able to attend meeting to inform SR.

Group happy to share contact numbers with other members.

Constitution to go forward at present.

JW informed meeting that a member of the Practice had shown an interest in joining Group. DL to send out information pack to patient.

Appointments

DL had been asked to bring the figure of the DNA rates for August since appointments had become bookable up to 3 weeks in advance.

Appointments booked 3 weeks in advance – 28

Appointments booked 2 weeks in advance - 24

Appointments booked 1 week in advance - 22

This equates to 6 surgeries lost.

SR told meeting that the Practice are undertaking the Positive approach as discussed at previous meeting.

PB asked if the Practice send letters to patients who DNA.

SR said the patients concerned are sent 1 letter. If continue to DNA a 2nd sterner letter is sent.

SR informed meeting that she had a price for the texting of patients to remind them of their appointments. This service costs £500 per year. SR told meeting that this would have to be discussed at a Partners meeting.

Practice Survey

SR – Part of PPG DES is to look at Practice Survey.

Meeting given sample of Patient Survey.

The PPG need to look at what format and areas the Group want to look at to either put in or take out.

It was decided that the PPG members take the copy of a Practice Survey.

To make notes and a discussion will take place at the next meeting.

The Practice will fund GPAQ to collate data if needed.

The Group needs to look at as a group how the survey will be distributed to the patients.

RR asked SR what is the average wait to see a counsellor.

SR explained that due to the shortage of rooms counsellors will see patients from other practices. Old Hall Surgery have a designated room for counsellors. SR offered to show meeting the room if anyone would like to see it. AW confirmed Ellesmere Port has a longer waiting list than Chester.

The counselling dedicated sessions are a standard, i.e. with a view to go on for longer.

The counsellors based at Practice range from cognitive to trainee counsellors.

RR – To write thought of the day or poem for Newsletter. **ACTION**

Any Other Business

It was agreed that all meetings would finish no later than 8p.m.

Next newsletter to have a page dedicated to the Patient Participation Group.

AW to lead the next meeting.

Date and time of next meeting: Tuesday 11th October, 2011 at 6.30p.m.
Meeting called to a close

Agenda for next meeting

Notice boards for advertising.

Add Minutes of Meeting to website.

Terms of reference to be brought to next meeting.

Figures of FTA appointments for September

Patient Survey for 2011

Apologies for next meeting

Rev Joan Wagstaff