
Preston Park Surgery
Patient Representative Group Meeting Minutes
Tuesday 10.04.2018

Present:-

- Mark Richardson (MR)
- Hesione Quinn (HQ)
- David Bowden (DB)
- Andy Cheng (AC)
- Penny Hawes – Practice Manager

Apologies:

- Sue Jarvis
- Alasdair Buchan
- Mike Holdgate
- Celia Roberson
- Graham Lee

Practice News

- All Reception staff have undertaken training for 'Active Signposting' – citywide initiative to help ensure patients are seen by the appropriate person and to try and minimise unnecessary appointments. Discussion about governance, quality assurance etc. Practice currently waiting for IT backup
- Recruitment happening to expand the admin team
- Practice recently awarded the LGBTQ Bronze award in association with the LGBTQ Switchboard
- Now employing 2 Pharmacists who both work across Cluster 3 practices

PPG Objectives 2018

- Still awaiting clarification around Information Governance issues in relation to setting up and holding VPG data
- PH speaking to indemnity providers
- Mark will speak to Jane Lodge to see if other practices have overcome this issue
- PH agreed to purchase notice board for PPG information and to reserve a section of the notice board in the upstairs waiting room
- Terms of reference slightly amended and draft circulated by Mark – to be approved at the next meeting
- Need to plan and hold AGM this year – discussion about possible speakers

PPG Small Grant Scheme

- Grant application approved – agreed to set up a meeting date for interested PPG members and some Practice staff to start planning calendar – PH will arrange

Meeting Finalised

- Next meeting 10th July 2018
- 6.30pm