

Minutes of Preston Park PPG on 15th January 2019

1) The minutes of the meeting on 16th October were approved

2) Notice Board still outstanding – members were disappointed that the notice board had not been ordered or put up. Members thought this should be a priority as a key area of communication to inform patients about the excellent work of the PPG was being missed.

JC to ensure it is ordered and put up ASAP.

3) JC outlined some initial plans for the surgery;-

a) Minor decorations to take place to outside

b) 2 of the GP rooms to be redecorated

c) External doors / entrance lobby & children's area to be decorated.

d) Internal signage to be improved.

e) New patient newsletter to be completed. Patient newsletter to be published on a quarterly basis.

To include various topics about the surgery and what is happening.

f) JC confirmed that additional members of the clinical team were to be recruited; advanced nurse practitioner & practice nurse; these roles are in addition to the ones already in place.

g) JC presented the results of the Patient Survey. Overall the survey reflected the good work that had been implemented at Preston Park Surgery and the results were an improvement on the previous surveys and were better than the NHS England average. Members of the group felt that whilst these were good; they could be improved upon given the resources of the NHS and further work must be undertaken in the areas where improvements can be made and implemented. The overall view from the group was "Must try harder"

h) JC asked how members felt about being involved in activities. The overall view was very positive as long as it was linked in trying to help patients – "try and improve patients' lives". Members did not wish to participate in minor fund raising activities as it was felt this would be trivial and was not really the remit of the PPG. Members felt that they should be involved with patients in creating self help programmes.

4) MR outlined the Virtual PPG and confirmed that this would be managed by the PPG through the PPG website and therefore not expose the surgery to any GDPR breaches.

MR to get the PPG website up and running and advertise the Virtual PPG

JC to include a section in the Practice Newsletter.

5) Initial Plan of Action

Ideas include the following:-

a) Social gathering – "come and join the PPG for a cup of coffee"

The purpose of this is to encourage patients to sign up to the group, come and discuss ideas of how the PPG could be used to help patients. Organise meetings and arrange of the Advanced Nurse Practitioner or a GP to come and provide advice about a medical topic. This could go on to forming a calendar of events which patients could attend and participate in a Q&A with a clinician. These could be called "Health Education Events" which have been well received in other PPG areas.

b) PPG should organise social events for the elderly (lunches, trips to the beach, days out etc....)

c) Social Isolation was seen as a current area for discussion – how can the lives of PPS patients be

improved.

d) Preventative Healthcare was see as another area that the PPG could be involved in.

6) JC to update the group at next meeting on any other initiatives being trialled in other areas.

7) Dates for the next 2 meetings were agreed:-

a) 16th April 2019 at 6.30pm

b) 16th July 2019 at 6.30pm

8) JC to write up the minutes and actions and circulate to the group.