

THORNLEY STREET SURGERY

MEETING NOTES

P.P.G. Meeting

22nd August 2013, 12noon-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	TJ	Trudie Jones
JE	Jane Emery	MP	Margaret Polack
GW	Graham Welford	KR	Karen Reid
HBR	Dr Hanora Richardson		
LOS	Lisa O'Sullivan		

Item	Notes	Action
1	Welcome and introductions	
2	Matters arising from the previous meeting. * ML Minutes from last meeting all agreed, so can now go on public view, website etc.	LOS to distribute Minutes from the 4/7/13.
3	* ML Explained the Code of Conduct document. All attendees signed a copy and passed to LOS.	LOS to scan onto the Surgery's PPG electronic file.
4	* ML Asked what the PPG's thoughts were on holding a Macmillan Coffee Morning at the Surgery? All agreed, thought it was a great idea. * ML asked Dr Richardson if this would be ok, as she didn't want the surgery having complaints off patients who weren't feeling too well, as cake would be on offer etc * HBR replied – Yes, you are welcome to hold a Macmillan Coffee Morning, and if it is held when we are running our seasonal flu clinics on a Saturday in October then all the patients will be feeling well, as this is a criteria for receiving the flu vaccination, you have to be a 'well' patient, so we shouldn't have any complaints of patients eating on site. * GW I am happy to make a Carrot Cake. * ML I will make a Coconut & Lime Cake, and another. * HBR I will ask my mother-in-law to make a Fruit Cake. * JE I will make a Ginger Cake & Fruit Cake squares. * HBR The surgery will lay on the coffee and biscuits.	The PPG will advertise this event. PPG decided to hold this on Saturday 5 th October 10-11am, if all goes well, will hold another one at the end of October. ML will telephone the Practice Manager Karen Reid to liase. ML will contact the Macmillan Service.
5	* ML Informed the group of the problems that the surgery are having with children not really being supervised within the surgery, children eating MacDonalds etc in the waiting area, which is making the	

THORNLEY STREET SURGERY

	<p>surgery smell of food and if patients are unwell do they really want to smell cooked food etc, could we put up a no food sign?</p> <p>*GW I am happy to do a laminated sign which says no food on site. Also, a poster for 'please supervise your children at all times whilst on site for their own safety' or along those lines.</p> <p>*HBR If there are any signs or posters etc we get them translated into Kurdish as we have an interpreter here on site certain days of the week that is happy to do this for us while she waits for patients.</p>	
6	<p>*ML Showed the PPG a copy of the Surgery's Complaints Procedure, Complaints Leaflet & PPG Leaflet, and asked where would we like these displayed?</p> <p>*GW Could there be a link on the website please?</p> <p>*HBR Would you like a notice board with a pocket on it to put the leaflet in?</p> <p>*PPG Yes please we would like a notice board, and could there be a header on the board saying Complaints Procedure in large Text please.</p>	<p>HBR will speak to Karen Reid Practice Manager regarding Notice Board and the Link to Website.</p>
7	<p>*ML Gave a general talk on the Locality Meeting she recently attended.</p>	
8	<p>*ML How frequent do we want to hold our PPG meetings here?</p> <p>*PPG General discussion, agreed for every 8 weeks unless otherwise specified, can the minutes of the meeting be emailed out to the group for them all to agree on, then they could go on public display shortly after?</p> <p>*HBR Yes, LOS will type up the minutes, email out a copy to the PPG, await your reply within 2 weeks, then if all agreed, or no response we will put on the website, around the surgery etc for public viewing.</p>	<p>LOS has given the group her email address, will await email from the group, and then email out the draft copy of the minutes.</p>
9	<p>*GW Can we have a meeting before the Macmillan coffee morning please to finalise things?</p> <p>* PPG & HBR – Yes, all agreed on Wednesday 2nd Oct @ 10.30am, HBR will ask Karen Reid to attend, if she can't then HBR will attend.</p> <p>*HBR Will ring MP & TJ Re-The coffee morning at the surgery on the 5th October.</p>	<p>LOS will ring.</p>
10	<p>*ML Are the PPG happy with the leaflet and would they like it available on the reception desks/around the surgery?</p> <p>*PPG Yes please.</p>	<p>LOS will distribute around the surgery.</p>

THORNLEY STREET SURGERY

11	<p>*ML When would we like our next PPG Meeting? *PPG agreed on Thursday 17th October at 12noon.</p>	
AOB		
1	<p>*GW informed the meeting that he has recently watched a BBC Report which was advising that G.P's in general won't be able to offer same day appointments, also the Health Lifestyle checks, that some of his friends have concerns about; kindly could he have Dr Richardson's view on this please? *HBR Replied "we have no plans to change our appointment system, and will still be offering same day appointments, we are also about to start the Healthy Lifestyle Checks too, but please, if any of our patients have any concerns please ask them to book an appt here and we will be happy to address any concerns they may have".</p>	
2	<p>*ML Explained that she is having difficulties when trying to order prescriptions on line, it goes straight to a different web page saying Patient.co. *GW Explained what to do, and how to hopefully resolve the problem. *HBR If you continue to have difficulties please ring and speak to Andrew Wellings who will be happy to help.</p>	ML will contact surgery if continues to have difficulties.
3	<p>*ML Should Thornley Street Receptionists have a voice in the PPG? *PPG Yes, we think that would be a great idea.</p>	LOS to ask at the Team W if a receptionist would like to be involved with the PPG and attend the meetings etc? Then feedback to HBR & KR.
4	<p>*PPG has noticed how well that Thornley Street Surgery Receptionist Staff deal with abusive/complaining patients and would like to say WELL DONE to the Receptionists!</p>	
5	<p>*GW would like to ask for an update on the progress of the advertising TV Monitors and the alcohol gel on the outside of all consultation rooms.</p> <p>*ML – Closed the meeting and thanked everyone for coming!</p>	KR to feedback please.