

MEETING NOTES

P.P.G. Meeting Minutes

1st December 2014, 12noon-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML HBR JE JH PB KR DT	Marlene Lambeth Dr Hanora Richardson Jane Emery Jannet Hammond Peter Burt Keeley Ryder Deana Turner	JN	Jacqueline Nicholls

Item	Notes	Action
	<p>Welcome and introductions. DT introduced KR – the new practice manager. <u>Minutes from last meeting</u> – Photograph of a staff member in the wheelchair.</p> <p>Macmillan coffee morning raised nearly 40.00, ML had received a thank you card. Supporting Respiratory clinics – PPG advertised & supported pop up shops in Mander Centre on 26th & 27th September 2014, held by Helen Ward & Jean Crutchley.</p>	<p>DT explained that it was thought that it may cause offence to genuine wheelchair users.</p> <p>Display card in waiting area. Around 700 people went through over both days.</p>
# 1	<p>The workspace – minutes from last meeting – anything to discuss. As ML was attending the quality & care meeting JE would be attending the PPG meetings. JE went through what had been discussed.</p>	
a.	Alzhiemers awareness – Letters going out to surgeries, there will be 6 cafes in Wolverhampton where people can go for info & advice.	
b.	Respiratory clinics held by Helen ward – HBR said that she and Jean Crutchley had been in & held them in the surgery. JE explained that if patients went into another ward in hospital, if they were having Respiratory problems they could ask the nurses to go & see them on the ward.	
c.	Refreshed engagement – hospitals would now call patients when discharged to check if they were ok – ?All patients or just elderly or people living alone.	
d.	Out patients department moving to Cannock in 2015. If patients have surgery dates booked – these will be guaranteed. Problem with patient transport, escorts going along. Discussed car parking at New Cross – which is not working.	
e.		

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f.	<p>JE said that there were some forms to complete for NHS England for PPG – annual reports. HBR said that they had been completed a while ago but the surgery still was not getting paid for the PPG. Members asked for a total number of members in the group. HBR said some of the members do not wish to attend meetings & had contact via email. DT said we were gaining new members all the time, it is actually part of our new patient questionnaire.</p>	<p>DT to ask AW for total numbers – Members as of 2nd December 2014 was 53.</p>
g.	<p>CCG - Pop up shops on 11th & 12th December in Mander Centre – more of a general nature</p>	
h.	<p>Electronic records – .everyone can have access to their records on line by April next year. HBR explained that there were a few concerns regarding patient confidentiality, parents having access to their childs, ? what happens when child turns 16? Is someway of it being automatically turned off so parents cannot access.</p>	
i.	<p>Pharmacy at New Cross moving – will be much better, ideally it will be by Urgent Care</p>	
j.	<p>PEARS – new service where people with minor eye problems can visit an optician, who can refer directly to hospital or back to their GP if required. HBR got all members a leaflet which was displayed in waiting area. Members said awareness of such services needs to be raised.</p>	
2.	<p>Probert Road open day (see attached) Would this group like to hold a similar event? – Where could it be held & when – we don't have any outside space. It would be to raise money for the surgery. All members to have a think & can be discussed at next meeting.</p>	<p>Discuss at next meeting.</p>
3.	<p>Friends & Family questionnaires - HBR explained that everyone attending appointments would be asked to complete a questionnaire, it only had 2 questions on it, one of them was: How likely would you be to recommend us to family and friends – this would be a scaling answer. The surgery had chosen the 2nd question – which was – If you have used an interpreter today what language was it?</p>	<p>Discuss results at next meeting.</p>
	<p>Next meeting will be held on Monday 23rd February 2014 at 12:00pm</p>	