

MEETING NOTES

P.P.G. Meeting

3rd February 2014, 12noon-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	KR	Karen Reid
JE	Jane Emery	JH	Janet Hammond
MP	Margaret Polack	TJ	Trudie Jones
JT	Janet Taylor	MB	Mary Bolland
JG	John Gainford		
PB	Peter Burt		
HBR	Dr Hanora Richardson		
LOS	Lisa O'Sullivan		
JN	Jacqui Nicholls		

Item	Notes	Action
1	Welcome and introductions.	
1.1	<p>Matters arising from previous meeting.</p> <p>ML – <u>Fundraising for the wheelchair</u> - what do the group think about holding a fundraiser session where people name the Bear?</p> <p>JE – Advised that she may have a Bear which she is happy to donate.</p> <p>ML – Advised that we need to fundraise approximately £60. We will charge 50p per name guess.</p> <p>HBR – Advised that to accommodate our practice population we have interpreters onsite who will be more than happy to translate the names into different languages.</p> <p>PB – Advised that he is also happy to donate a painting that the PPG could raffle off.</p> <p>HBR – Advised that we can ask Andrew to do a poster to advertise these events & email it to Marlene first for her approval.</p> <p>JG – Enquired as to who would be responsible for the Wheelchair at the surgery?</p> <p>HBR – Dr Richardson advised that the overall responsibility of the Wheelchair would be herself as the Health & Safety Lead GP; policies/procedures would be put in place and adequate training & instructions will be given for all staff members to use.</p>	<p>PPG feel this is a great idea.</p> <p>JE will liaise with ML regarding the donation of the Bear.</p> <p>6th March 2014 will be the 'Name the Bear' fundraiser on site starting approx 10am.</p> <p>PB is going to donate a 'Welcome Spring-time' picture painting for the group to raffle off.</p> <p>10th March 2014 will be the Painting Raffle on site starting approx 10am. LOS to liaise with Andrew. ML & JE will organise the events.</p>
1.2	<p>ML – <u>Age Concern</u> – Just for information, the Age Concern, Wolverhampton Council telephone number is: 01902 556042 should anyone want any stickers for windows, any literature etc.</p>	
1.3	<p>LOS – <u>E-Prescription service</u> – advised that a colleague Andrew Wellings had contacted the Wolverhampton CCG, Sheila Gregory who has offered to come along to the a</p>	<p>ML – All group agreed, yes they would. LOS to liaise with Sheila</p>

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	PPG meeting to explain about the E-Prescription Service, and asked if the Group would like this?	Gregory.
2.0	<p>Patient Short Survey</p> <p>ML – The surgery and the PPG have decided to undertake a short patient survey. A proposed survey was discussed and agreed with the PPG. The PPG also agreed that this survey would run for 2 weeks. A copy of the survey will be handed by the receptionists to all patients attending the building during the 2 weeks. At the end of the 2 weeks the results will be summarised and emailed to the PPG in the first week in March. The PPG will be allowed 2 weeks to consider the survey and feedback any comments electronically. Any member who does not have access to email will have the results posted to them for their feedback. The results of the survey will be published on the practice website by the 31st March 2014.</p>	<p>LOS – Will print out survey and leave in reception to be handed out as of Monday 10th March. A box will be available in reception for completed surveys.</p>
3.0	<p>AOB</p> <p>ML - thanked JE for attending the JEAG Meeting last week. JE - informed the meeting that Health Watch want a new web page, more networking with Practice managers, quality matters was discussed and an update on the Urgent Care Services including the parking. The Pharmacy at New Cross was discussed with the Medical Director and how awful it is at the moment; however they are putting a new Pharmacy Shop in place. JT – Explained that she is a director for a Mental Health group (Hear Our Voice) and attends a lot of meetings and is awaiting dates for the Health Summit in March. JT also presented an A3 poster of the CCG Plans from now up until 2019 to go on the PPG Board in reception. A general discussion on the Area Team Overview took place. JE – Discussed the on-going issues trying to obtain the information regarding the Autism Service in Birmingham. She brought this up with Pat Roberts at the meeting held at workspace and no-one seems to know anything about it, so Pat is going to look into it and feedback to Jane. JT – Advised that she goes to an Autism Group in Wolverhampton which is supported by Omega, there is one this Saturday at Lord St Whitmore Reans and is run every 6 weeks, if interested then please come along as a lot of information is shared.</p>	
4.0	<p>MP – Enquired as to whether we could have a ‘call back’ option on our telephone system, i.e. when our lines are busy she could press 5 and then await the call back?</p>	<p>HBR – Replied that we will ask Andrew Wellings to look into this, and feedback.</p>
	<p style="text-align: center;"><i>ML – Closed the meeting and thanked everyone for attending.</i></p> <p style="text-align: center;"><i>The NEXT MEETING WILL BE HELD ON MONDAY 7th APRIL 2014 @ 12noon in the Seminar Room.</i></p>	