

PATIENT PARTICIPATION GROUP

MAY LANE SURGERY

Minutes of a Meeting held on the 26th November 2012 at 19.00hrs

Members Present: **George Way - Chair**
Lucy Fullard - Vice Chair
Chris Osgood - Sec.
HA
HB
LC
JG
MH

Apologies:

SB
JK

In attendance: Dr. Tom Yerburgh

Minutes of the Last Meeting

Minutes of the last Meeting were read by the Chair and accepted as a true record.

Constitution

LC had circulated a document entitled RULES FOR PATIENT PARTICIPATION GROUP and also some suggestions from others. It was decided that membership should be open to *all patients*, without further qualification. The RULES were then accepted and LC agreed to circulate the final version.

Action LC

Matters Arising

PPG Members Contact Details

LF raised the the notice from JS listing PPG members and their contact details. JS wished the Group to check and approve it prior to putting it on the Surgery noticeboard. LF suggested that a single contact point might be better than the blanket list of all members. It was AGREED that only one, specially defined email contact address would be published, the individual contact details would be removed and that the method of implementation should be discussed with JS. For those without email a letter marked for the attention of the PPG could be sent to the Surgery. Details to be agreed with JS.

Action CO

It emerged, later in the meeting, that some patient records systems have a slot for an email address and another to record whether or not the patient wishes to be a member of the PPG. This remained to be confirmed for our Practices.

Action TY

However this list of patient email addresses MUST be gathered by, and only used by, the Practices if confidentiality is to be maintained. Thus all bulk emails to Patients will be sent "bcc" so that Patients only see their own email addresses.

Review of Actions

Action SO – Why do people come to Reception rather than using the phone?

Neither SO nor JS being present there was no report available, but TY recognised the problem and agreed to take it forward.

Action TY

Virtual PPG

Since he was not present there was no report from SO, on the use of “twitter”.

CO reported that he had set up a Facebook page as agreed but had taken it down again when it seemed that an email based system had been preferred. JS had also been worried that he would have to spend a lot of time monitoring the page in case confidential or defamatory material appeared there. However CO had learned from the exercise that the privacy controls within Facebook could be used, if required, to control fairly closely just who would have access and who could leave messages on the page.

There ensued considerable discussion about Facebook after which CO was actioned to replace the page until the next meeting and TY, evincing a positive attitude towards it, said he would discuss it with JS. It was agreed that CO would wait until emailed by JS or TY before replacing the page.

Action CO, TY

Note that JS had carried out his action to arrange communication between the PPG and the Practices' webmasters, but had been unable to obtain the template for WP's flyer and consequently LF had made no progress with the updating. This meant that there was no material to hand out and since the communication issues remain to be settled there was no clear story to be told, so the proposed stall on the 14th Nov was abandoned.

LF had no software for leaflet generation and no experience in the area. JG suggested that her son-in-law might be able to help and that she would ask him.

Action JG

Late Appointments

In the absence of both JS and SO there was no report on the availability of data from appointments software.

Continuing action from JS and SO

Patient Satisfaction Survey

Agreed that we would not add any more questions. Looking at the survey questions it was clear that it had to be answered after the consultation. Past experience had shown that those waiting would fill in a questionnaire but would be reluctant to spend time afterwards. Also the survey proposed would not provide data which was directly comparable with last year's. If we repeat last year's survey, patients could fill it whilst waiting for their consultation and the results would be easily compared. **The PPG therefore recommend that we repeat last year's survey, recognising that the Practices may need practical assistance, from the PPG, in digitising and analysing the data.**

“Do Not Resuscitate” Policy

In the absence of SO there was no report

Continuing ACTION_SO

What do we want from a Website?

TY suggested that we might use some material generated in sessions with patients by an artist and a poet. He said there was a book of poetry “Poems from May Lane”. We would need to be clear about copyright issues. CO would attempt to get the website started.

Action CO

A.O.B

GW had received an invitation to a meeting with Dr Barbara Marshall, Chair of Gloucestershire Link designed to inform PPGs about the health service provisioning under the new structures. GW would signal our intention to attend and inform the group, looking for a companion to accompany him to the meeting in Stroud.

Date of Next Meeting

The continuing sequence of “6 weekly” meetings was agreed:

Wed	09/01/13	at 11.00	Mon	18/02/13	at 19.00	Thur	04/04/13	at 11.00
Mon	13/05/13	at 19.00	Thur	27/06/13	at 11.00	Mon	05/08/13	at 19.00
Thur	19/09/13	at 11.00	Mon	28/10/13	at 19.00	Thur	12/12/13	at 11.00

There being no other business, the meeting closed at 20.45 hrs.

CO 08/12/2012