

# PATIENT PARTICIPATION GROUP

## MAY LANE SURGERY

Minutes of a Meeting held on the 9th January 2013 at 11.00hrs

**Members Present:** George Way - Chair  
Chris Osgood - Sec.  
HA  
HB  
JG  
SH

**Apologies:** SB  
MH  
LC  
Lucy Fullard - Vice Chair  
Dr Tom Yerburgh

**In attendance:** Jerry Steeden – Practice Manager  
Dr. Simon Opher

### Minutes of the Last Meeting

Minutes of the last Meeting were accepted true record.

### Review of Actions

#### PPG Members Contact Details

JS reported that he had revised the list of PPG members' names to, to be published in the Surgery, to remove all contact details other than the Secretary's email address and mobile number. HA and SH asked to be added to the list. JS added that he had also prepared a list of meeting dates to go on the Notice Board, together with a general notice to encourage more people to join. JG offered to design a folded A4 flyer with a section to be filled in and returned by potential members.

Action JG

TY was to check whether or not email addresses were held in the patient record system and whether it would be possible use them for bulk emails to Patients. Since he was not at the meeting the action continues.

Action TY

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

JS stated that Uley patients come to reception because they have a different computer system and can't use the automated check-in. For other Patients, now that they have the automated check-in, they only come to Reception with “problem” issues which generally take longer to resolve. Examples might be complex prescriptions or making appointments for minor surgery where both a GP and a nurse are needed. Given the

complicated nature of this analysis it was agreed that we would not expect a result until April. Action SO

### Virtual PPG

SO had visited the Facebook page and liked it. There ensued some discussion of Facebook and the website CO had created and it was agreed that a link to it should be placed in the Surgery site. Action JS

SO had experimented with Twitter and felt that it could be useful if he could gather sufficient followers. CO suggested that all those who had Facebook accounts should become “friends” of the Surgery page, tell their friends about it and ensure that they “like” it. Action All

### PPG Leaflet

JG showed copies of the leaflet designed by her granddaughter and asked for comments. SO pointed out that only he and TY had significant involvement with the PPG so only they should be named in the leaflet. It was agreed that when the minor changes had been completed, the leaflet should be emailed to JS who would print them. Action JG,JS

It was agreed that some of the May Lane poetry should be used on the website – SO to provide a book and CD for CO. Further, it was decided that the Jigsaw logo on the leaflet should be the logo for the PPG on Facebook and the website. Action CO,

### Late Appointments

JS reported that he had asked their computer manager what reports were available – results were awaited.

Continuing action from JS and SO

### Patient Satisfaction Survey

JS had prepared copies of the survey exactly as last year, though with some less useful questions removed. The remaining questions and the scoring system are exactly as last year. Some points in the layout and scoring system category names were added to avoid confusions which had been seen last year.

CO suggested automating the survey using Google forms but the Surgery lacked the WiFi which would be needed – JS was investigating the provision of WiFi so survey data collection automation was left as an objective for next year. JS reported that, based on those who had expressed an interest last year there was a Virtual PPG of about 30/40 members who could be sent surveys to complete and return. Action JS

It was suggested that we might put the survey forms on Facebook and the web as well, though we wouldn't expect a big response this year. Action CO

After some discussion it was decided that the survey should be carried out in the week beginning on 4th February with two PPG members encouraging patients to fill in survey forms. After the meeting a Rota form was designed and members present filled in the times they could attend. Filling the Rota slots would be an activity for the Secretary. Note that if we haven't got enough forms by the end of the week

it may be necessary to extend into the following week

Action CO

The Surgery has some interested Rednock students who may be able to handle the data entry, transferring from the forms into a spreadsheet. JS will arrange a meeting with CO to discuss how this might be done.

Action JS, CO

JS noted that we need a meeting to present the survey results. The timescales do not sit well with the existing schedule so it was decided that we should have an additional meeting on Wednesday 20th March at 11.00 with the presentation of results as the single agenda item.

#### “Do Not Resuscitate” Policy

Needs a meeting with Acorn to discuss protocols

Continuing ACTION\_SO

#### Meeting with Gloucestershire Link

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. The meeting was cancelled due to a lack of interest.

SO felt that there might be value in setting a more local meeting which could be held in the new hospital. He considered that the PPGs would be a good resource for sounding out proposals for new services, being generated by the local Commissioning Group, of which he is the Chair. A meeting of the Commissioning Group was scheduled for the following day and SO offered to raise this and to report back. Action SO

#### **A.O.B**

There being no other business the meeting closed at 12.15 hrs.

#### **Date of Next Meeting**

The next meeting will be on Monday 18th Feb at 19.00hrs

#### **Meeting Schedule**

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

+ Wednesday 20th March 2013

CO09/01/2013