

**PPG (PATIENT PARTICIPATION GROUP MEETING)**

	<b>AGEND A ITEM</b>	<b>DISCUSSION</b>	<b>ACTION</b>	<b>ACTIO N BY</b>
1	Present	ED,MP, PH, JP, ST, JF, WP, SD, HT, NM, AK, SB		
		Introductions, ground rules & expectations discussed. Explanation of organisation and aims of forming a PPG Group.		
		Leaflets Distributed: <ul style="list-style-type: none"> <li>• What is PPG?</li> <li>• Do I want to join the PPG?</li> </ul>		
		Question for group: ‘What brought attendees along for this meeting and reason for wanting to attend’  Responses: <ul style="list-style-type: none"> <li>• Curiosity</li> <li>• Future of health &amp; care</li> <li>• Respect for the practice &amp; feels strongly about what is happening within the NHS.</li> <li>• New Services</li> <li>• Feedback</li> <li>• Gratitude</li> </ul>		
		Discussion on privatisation within the NHS – explanation on what is happening. Clarification on what changes are happening in regards to the topic of ‘privatisation’		
		Explanation of the PPG being a self-managed group.		
		Question for group: ‘What do we mean by participation’  Responses: <ul style="list-style-type: none"> <li>• Taking decisions</li> <li>• Contributing ideas</li> </ul> <p>Other elements of the group – having a shared responsibility for any actions.</p>		
		Comments/Observations from the group: <ul style="list-style-type: none"> <li>• Online prescription service needs addressing, patients</li> </ul>	Online repeat prescription video	Actioned

		<p>find hard to request for prescriptions online.</p> <ul style="list-style-type: none"> <li>• Should we pay for treatments? How to make changes regarding this?</li> <li>• Improve communication between staff and patients:</li> </ul> <ol style="list-style-type: none"> <li>1. Attitude of staff/reception</li> <li>2. Getting Appointments</li> <li>3. Customer care courses for receptionists needed.</li> <li>4. What courses doctors and receptionists attend?</li> <li>5. Make sure cups are in the water cooler machine for patients to drink water (patients are concerned that receptionists are not giving cups to patients when asking for one).</li> <li>6. They would like the surgery to put up a sign on the water cooler machine to make children from Chelsea Academy aware of this. (Water cooler problems).</li> </ol>	<p>available on the surgery website</p> <p>Customer service training courses attended by staff</p> <p>Patient will inform and contact the headteacher at Chelsea Academy regarding this.</p>	<p>manager</p> <p>JF</p>

**Next PPG meeting on Monday 6th October 2014 at 5.30pm.**