

PPG (PATIENT PARTICIPATION GROUP MEETING)

	AGEND A ITEM	DISCUSSION	ACTION	ACTION BY
1	Present	ER,MP, PH, MB, JW, BOB, AK		
		Introductions, ground rules & expectations discussed. Explanation of organisation and aims of forming a PPG Group.		
		Leaflets Distributed: <ul style="list-style-type: none"> • What is PPG? • Do I want to join the PPG? 		
		Question for group: ‘What brought attendees along for this meeting and reason for wanting to attend’ Responses: <ul style="list-style-type: none"> • Curiosity • Future of health & care • Respect for the practice & feels strongly about what is happening within the NHS. • New Services • Feedback • Gratitude 		
		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"> • Taking decisions • Contributing ideas <p>Other elements of the group – having a shared responsibility for any actions.</p>		
		Agenda: <ul style="list-style-type: none"> • Self-Care Week 17-21 November • Our Priorities for 2015/16: 		

		<ul style="list-style-type: none"> - Managing Long Term Health Conditions - Online Booking Systems: How to improve? - Opening Hours - Staff Badges - Drawing pins and laminated notes/minutes for noticeboard. <p>Comments/Observations from the group:</p> <ul style="list-style-type: none"> • All of the patients reported that they had not received text messages informing them of the PPG meeting. • Problem with Online Booking system: <ul style="list-style-type: none"> - One PPG member reported a serious issue with having her medication increased without her prior knowledge or consent. This is a serious issue which requires PM to attend next meeting and explain how this error was made. The PPG wishes to learn how they could take on a monitoring role on how the surgery manages online repeat prescriptions. - Patients reported that they can't book blood pressure appointments in the flu jab slots with HCA in the online system. Why is this? Needs explaining from PM. • Telephone Consultations: <ul style="list-style-type: none"> - The group wishes to understand how the telephone consultation system actually works and how slots are managed? This is due to uneven patient experience when using the system. How can patients take on a constructive role in improving this service? 	<ul style="list-style-type: none"> • Need to investigate what happened. • Practice Manager to attend the next PPG meeting to address this issue. • Practice Manager to attend the next PPG meeting to address this issue. • Practice Manager to attend the next PPG meeting to address this issue. 	<p>MP</p> <p>PB</p> <p>PB</p> <p>PB</p>
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		<ul style="list-style-type: none"> • Long Term Health Conditions and Patient Self-Management: <ul style="list-style-type: none"> - Details of the Expert Patient Self- Management Course to be put on website and noticeboard - Discussed the future thinking of introducing Practice Champions at KRMC. There are Community Champions who raise awareness of community resources available to patients. • Weekend Opening Hours: <ul style="list-style-type: none"> - There was some concern that patients accessing weekend services were experiencing long waits. Could a simple 'How to use' the service be displayed on the notice board and website? Who makes decisions on weekend appointments? • All of the patients would like a practice nurse to attend the next PPG meeting to explain patient safety issues. • The group wishes to understand the protocol for booking double appointments with doctor. 	<ul style="list-style-type: none"> • Barbara to email me this so I can put this up on the website and noticeboard. • View resources at SMART CAFÉ. • Practice Manager to address this before next PPG meeting. • I informed Diana about this, she will attend the next PPG meeting to address this. • Practice Manager to address this before next PPG meeting. 	<p>BOB and MP</p> <p>ER</p> <p>PB</p> <p>MP</p> <p>PB</p>
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Held on: 10 November 2014

Next PPG meeting on Monday 12 January 2015 at 5.30pm.