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**PATIENT PARTICIPATION GROUP
Minutes of Meeting
24 September 2013**

Attendance:

Practice:

Rachel Green
Karla Levy

Patients:

Ms H Caine, Ms A D'Aquila, Mr A Thompson, Mr A Civico, Ms L Daley

Apologies:

Mr F Abel, Ms L Thulbourne, Ms S Watkins, Ms S Burgin

1. Care Quality Commissioning

RG informed the group that Duke MC had now registered for CQC had received confirmation that the practice had been approved. She explained that we were now reviewing all policies within the practice and will be notified of their impending visit. RG asked the group if it would be ok to call upon some members of the group to come in on the day of the visit, which everyone replies yes. RG gave all members a briefing document from CQC specifically written for PPG members to explain the process. AC pointed out he would like to have some time to go over the information given about CQC, RG agreed and offered to email a link for everyone to review all information given and to ring with any questions.

2. Patient Questionnaire

RG Presented to the group a few extra questions she would like to add into this year patient questionnaire, RG then proceeded to ask if there were any areas of improvement to these questions they could think of as part of an action plan. AC asked if we could add a question 'What time was your appointment?' So patients understand that were asking about their appointment time not the time they arrived in surgery, RG agreed as patient could and have been confused by this before. AC and LD then asked if question two could be re- worded and gave examples of what would sound better, AT and HC then had ideas to add, RG welcome all the ideas and asked KL to amend them for the next questionnaire. RG also asked KL to find out if there's anyway, we could place the questions on our website to be filled in online? She then informed everyone it should be up and running within three weeks, and asked kindly if anyone would volunteer an hour of their time to sit with patients to help fill them in. LD said she could come in January some time, to help out and AT said he wouldn't mind coming in early morning surgery.

3. Newsletter

RG informed the group that one of the patients had written a piece for our newsletter regarding his experience with his treatment of cancer. RG asked if there would be anyone else willing to write their experience, or knew of any topic to add to the newsletter. One member suggested writing his story about living with epilepsy, and other members of the group said they would think about it and email KL with their ideas. RG agreed to advertise to patients to see if anyone else would like to contribute.

4. New Services Introduced this year

RG explained there are new services that are up and running, such as shingles injections and health checks, she informed everyone that if patients fit within certain criteria's they will be called in for an appointment in these clinics. She also explained about the new care plans we as a surgery are putting in place, and briefly explained that it's a better way of caring for some of our more vulnerable patients. Everyone was in agreement that they understood.

5. Any other business

RG spoke about the problem the surgery has about fly tipping and how much this was costing the surgery to clean up; she asked if any members of the group had any ideas in how we could combat this? AC explained as part of his own involvement within the community they do have a litter picking service once a week within the neighbourhood, and said he will ask people to be aware of the situation.

Another topic was our up-coming flu clinics, which some of the members were aware of. RG asked if any of the group members would volunteer to come in, on one of the clinic dates to help patients sign-in and fill-in questionnaires. AT and LD said they would be happy to attend the 17th clinic and get involved, Unfortunately AC although happy to participate would be unavailable on the dates specified. HC said she would be happy to come in for the clinic on the 24th. RG then briefly mentioned the hypertension service we will be providing soon, RG then asked if any of the group had any ideas on how to attract other patients to the PPG meeting, AT pointed out the health channel in our reception to see if an advert could be place on there? As this is the first thing patients see in the waiting area. KL was asked to look into it.

6. Date and Time of next meeting

26.11.13