

Patient Participation Group Meeting Minutes

Held at 2:00pm on Wednesday 15th February 2017

Staff Present: Jonathan McCutcheon, Julia Gray		
Patient Representatives: Ann Lamb, Dawn Fisher, Joyce White, Iris Cox, Vera Robson, Lisa Hopper and William Cochrane.		
<u>PPG Agenda</u>		
Item	Notes	Action Points
Minutes of the previous meeting	All agreed as accurate	Minutes to be in larger font
PPG Terms of Reference/Contract	All attendees were given the adjusted Terms of reference to take home and return at the next meeting to discuss any concerns/queries .I will send one out for Mary who could not attend the meeting	Terms to be sent to Mrs McCabe prior to next meeting.
Allotment	Julia informed the group re the commencement of advertising the allotment project to our patients and any ideas would be greatly appreciated. The advertising will be put onto the Practice website, prescriptions, posters within the Practice and on the Jaydex board. There was a meeting re the allotment to be held the next day but was obviously to short notice for a member to attend. Dawn expressed an interest in attending the next meeting with advance notice, she also knew the Head gardner from the university who would be able to give some helpful advice.	I will contact Dawn with next meeting date
On-Line Booking Reminders	Still does not appear to be in place as no members are receiving messages	JMc/JG to check the set up on SystemOne
Accounts Review/ Café Money Investments	Mrs Lamb gave a breakdown of the total income and expenditure from the café funds. There will be some payment required towards the purchase of trees for the allotment which had already been agreed. Ann and Vera are continue to do an excellent job running the café as it had been recognised it had now been 4 years since commencing	.
Great North Care Record	Ann has managed to get in touch with the main manager as to ascertain replies from the previous meeting. She is awaiting a reply	Mrs Lamb to update us at next meeting if any replies recieved
Patient Survey	Dr Cochrane presentation re how to put together a patient survey was very informative and how best to access a random sample of patients as to get a better diverse result. The best way to cover this was decided for surveys to be posted out to patients rather than choose from those whom attend surgery . As the cost of postage and staff time was	JMc to meet with Dr Cochrane to put together a relevant survey. Liase with Mrs Lamb re postage costing

	addressed by JMc it was agreed the café would fund the postage and the Practice would put together the survey and collate the results.	
PPG Advertising	Miss Hopper stated that the surgery did not advertise the PPG and she would not know about the PPG if she had been a member at her previous Practice and enquired when registered with us. She stated if it was worth her attending as found items not relevant, but all members encouraged her to attend as we need a variation of attendees	JMc/JG will look into ways of advertising to the patients
Next Meeting	The next meeting will be held on Thursday at 2.00pm- date to be confirmed	15 th June 2017 @ 2pm