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**PATIENT PARTICIPATION GROUP
Minutes of Meeting
16 September 2014**

Attendance:

Practice:

Rachel Green, Dr Kuruvatti

Patients:

Ms L Daley, Adrian Thompson, Harriet Caine, Mr Abel, Anne D'Aquila

Apologies:

Ms K Andrews, Mr A Civico, L Thulbourne

No Apologies:

Ms S Burgin, Ms P Wood, Ms S Watkins, Ms P Wood, Ms R Furnival

1. Minutes of the last meeting

Minutes were discussed in further detail regarding future of General Practice as a number of members were not in attendance at last meeting

2. New Role of Patient Participation Group

Due to the changes in the regulations for PPG's Rachel produced a summary of the expectations of the group. This was discussed at length as follows:

- We have to agree on 3 Action plans for the practice.
- The Action should help identify what questions we need to be asking patients so that the action plan can be put in to place and outcomes achieved.
- Rachel asked the members to go away and think what they feel would benefit the patient experience if changes were made. They were asked to email with suggestions so that Rachel could try to formulate the patient questionnaire.
- They would be asked to review patient complaints (administration only) in the hope they could help to improve areas of working
- Come up with ideas on how to engage patients re: Communications, use of surgery for Thursdays afternoons

Suggestions:

- Looking at DNA's
- Looking at Online usage – eg repeat prescriptions, booking appointments ect
- Access in surgery

Some of the members were a little taken back with the format and questioned why this format has been adopted. It was explained that this is a government incentive to try and get patients involved in the running of the service, but we had to show what outcomes have been achieved.

3. The future of Duke Medical Centre

The group was informed that the business plan had been submitted and now awaiting for feedback and confirmation of approval to go ahead

4. Any other business

• Flu Clinics

The flu clinic had been arranged for Thursday 25 September and 2 October. Rachel asked the members if they would be available to help again as their help last year help towards the smooth running of the clinics. Names and availability has been taken

• Newsletter

Rachel informed the members that a patient who had quit smoking had volunteered for the next newsletter, which co-insides with the Stoptober campaign. Adrian volunteered to wright something on celiac for the Xmas issue

• Over Grown Shrubs

We were asked if the Buddleia could be cut back or even taken out at the bottom of the car park as it was encroaching onto the pathway. Rachel said she would contact the gardener

6. Date & Time of next meeting

- Tuesday 2 December 2014 - @ 18:00**
- Tuesday 3 February 2015 - @ 18:00**