**Patient Participation Group Meeting Minutes**

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| **Date/Time** | 13th December 2018 5pm | **Venue** | Priory View, Meeting room |
| **Attendees PVMC** | Helen Walker (HW) |
| **Attendees PPG** | Bob Dickson (BD), Kevin Ashton (KA) |
| **Apologies** | Angela Yeoman (AY), Lillian Macfarlane (LM), Safdar Hussain (SH), Brian Brock (BB), Sheila O’Connor (SO), Harry Shields (HS), David Lunnun (DL) |
| **Guests** |  |

| **Item** | **Agenda Item** | **Action By** | **Action Date** |
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| 1 | **Review of Previous Minutes**All actions were completed or are ongoing. The following is ongoing.DL advised that access around the reception desk was often difficult with people blocking the access to the main waiting area when speaking to a receptionist.**Action**: HW will review the area and look at ways to improve access for all patients including wheelchair users. **Review of area completed. Quotes obtained. Waiting for funding in new year to commence with plans to move Check-in screen and create signage to the opposite end of the reception desk.**13-12-18 – HW asked the PPG for their thoughts on location of the Auto Check-in screen. HW was thinking of moving the screen into the lobby area to ease patients queuing around the reception desk and to lower the screen to make access easier. The group agreed the lobby would be good location and also suggested looking for a frame that could enable the screen to move up and down. **Action**: HW to look into frames and relocate the monitor as soon as possible. | HW | First half 2019 |
| 2 | **Suggestion Box****Better Appointments and more available appointments**HW advised that appointments are reviewed every week and more information about the appointment system will be provided so patients can see the number of appointments we make available every month.**Drinks/Water machine in Reception**A water machine has been suggested previously and we are awaiting funding to see if this could be installed in the ground floor waiting area.**Bin in reception**We can look at putting a bin in reception area for patients. | HWHW | By summer 2019By next PPG Mtg |
| 3 | **PPG Member changes**There have been no additional members this quarter. It is noted that Rebekah Rockwell resigned from the PPG in the last quarter. |  |  |
| 4 | **Newsletter**HW handed out the Winter Newsletter. HW thought that PPG members may want to write an article or contribute ideas to future editions.**Action**: HW will forward a draft newsletter moving forward and request PPG members contributions or ideas before publishing each issue.BD suggested that for a wider audience we consider emailing the newsletter. **Action**: HW will investigate the process for compiling an email group for receipt of the newsletter. | HWHW | OngoingBy next PPG Mtg |
| 4 | **PPG Funding Bid**HW advised the group that up to £1000 of funding to support a programme of PPG development was available and bids needed to be made before 7th January. The group reviewed the PPG Quality indicator checklist to identify areas that could form a bid. **Action**: HW to prepare a bid for funding that includes the following:* Possible consultant to join group to develop a PPG action plan
* Additional money to pay for administrator to coordinate and develop surveys that could be sent to a wider Virtual PPG
* Notice boards and materials put up in reception to demonstrate “You Said We Did” based on work achieved by the PPG
 | HW | 7/1/19 |
| 5 | **Virtual PPG**HW advised that whilst we had a face to face PPG, it would be useful to expand feedback from a wider group. This could be done via a virtual PPG. By sending surveys and asking questions to specific patient groups, the information can be brought to PPG meetings to inform services and debate.**Action**: HW to investigate further how a virtual PPG can be set up during 2019 |  |  |
| 6 | **AOB****Inviting speakers to future meetings**The PPG seemed enthusiastic at having speakers join future the PPG meetings. Members of the practice could discuss their roles in a format of Top 3 things they like and dislike about their roles to help inform the group and develop debate and suggestions to improve understanding. **Action**: HW to ask the team if they would like to contribute to both the newsletter and future PPGs.**Action**: HW to look at other speakers from a healthcare setting that the PPG may be interested in listening to | HWHW | By next PPG mtgBy next PPG Mtg |
| 7 | **Next Meeting agreed:**Date for your diaries:**Thursday 21st March 2019 at 5pm** |  |  |