

<i>Date:</i>	<i>7..1.2020</i>
<i>Time:</i>	<i>1pm -2.15pm</i>
<i>Venue The Elgin Clinic</i>	
Attendees	
<i>Dr Deere</i>	
<i>Dr Mackney</i>	
<i>Debbie</i>	
<i>Anita</i>	
<i>7 PPG Members</i>	
<i>Odetta</i>	
<i>Healthwatch</i>	

	Minutes	Action
1	Practice Updates	<i>Dr Jayatilaka has returned from maternity leave</i>
2	Group email address	<i>Still having a few on-going issues with this – ACTION Odetta and PPG will meet with Debbie on the 24th January to try and sort it out</i>
3	<i>External Meeting with PPG members</i>	<i>The meeting which took place away from the practice in December, created a draft work plan which was presented and discussed at the meeting – this will be discussed further at the next meetings, updated and will inform future PPG agenda.</i>
4. 1	<i>Patient Survey</i>	<i>From the external meeting it was agreed that a survey would be a good idea. Odetta has come up with some questions for the group to decide upon or add too. These will be circulated for feedback for Odetta to compile the final 6 questions. The survey will be set out as a survey monkey and sent by text as part 1. Part 2 - survey will be handed out in person to patients by PPG Members Online version will be launched in February. The paper survey will run soon after with assistance of PPG members.</i>
4. 2	<i>Patient Survey content (part 1)</i>	<i>Patients survey can be used to collect patients' feedback and suggestions as well as to inform and promote health messages. A discussion with patients and practice staff generated ideas what to include to the survey. Amongst those: informing patients about alternatives to A&E (out of hours services); GPs wanted to understand why some patients do not take up free vaccinations available at the surgery;</i>

		<p>PPG wanted to increase PPG membership. There was some discussion whether it should be two separate pieces of work: patients survey and information sharing leaflet.</p> <p>ACTION</p> <p>Odetta: to put together the draft survey for PPG feedback. If agreed, set it up on Survey Monkey. Practice management will then send it out to patients via SMS/Text in February.</p>
4. 3	<p><i>Patient Survey (part 2)</i> <i>Paper survey collected in GP practice</i></p>	<p><i>During the second stage which will take place in GP practice, PPG could use the opportunity to inform and promote alternatives to A&E, Out of Hours services and other health messages.</i></p> <p>ACTION to discussed and agree at the next PPG meeting.</p>
5	<p><i>Patients feedback cards</i></p>	<p><i>GPs seek PPG advice how to improve practice rating on Google reviews.</i></p> <p><i>There were suggestions to create cards which will encourage patients to submit positive feedback online and to use website capabilities to direct people to Google reviews to submit positive feedback.</i></p> <p>ACTION further discussion needed to clarify content, and resources needed for this piece of work.</p>
6	<p><i>Information about services available at our GP practice (updates for GP practice website)</i></p>	<p>ACTION Practice to produce a list of what clinics we do, including Primary Care Network services</p>
7	<p><i>Agenda items for next PPG meeting</i></p>	<ol style="list-style-type: none"> 1. <i>To discuss online Survey results</i> 2. <i>To discuss the delivery of patient survey on GP practice (part 2)</i> 3. <i>Further discussion how to encourage positive feedback on line using cards.</i>
	<p>Next meeting</p>	<p>March 24.03.2020 1:00 – 2:30PM</p>