

# DYSART SURGERY

## PATIENT PARTICIPATION GROUP MINUTES



**Tuesday 9<sup>th</sup> January 2018, 18.30 – 19.30**

<b>Attendees:</b>			<b>Apologies:</b>
Dr P Ryba	GP	PR	Janet Airey
Ghislaine la Grange	Practice Manager	GLG	Irene Jenner
Barbara Wall	PPG Chair	BW	Chris Jenner
Clare Duszynski	PPG	CD	Maggie Greenwood
Ted Duszynski	PPG	TD	Terry Atkinson
Steve Minchin	PPG	SM	
Gianna Stanford	PPG	GS	

		<b>Action:</b>
<b>1.0</b>	<b>Apologies for absence</b>	
	As above. An email to remind PPG members to advise if they are unable to attend.	
<b>2.0</b>	<b>Minutes of the last meeting</b>	
	The minutes were accepted	
<b>3.0</b>	<b>Matters arising from the previous minutes</b>	
	No matters	
<b>4.0</b>	<b>Practice Items (PR)</b>	
	As per previous minutes 24 <sup>th</sup> October 2017.  The PPG suggested that the response to the two questions which will be asked by the independent survey team could take into account the new clinical services of the surgery, i.e. two morning a week availability for blood testing and a new telephone system which will provide easier access to the Surgery.  It was noted that Healthwatch visited the surgery on the 7 <sup>th</sup> of November 2017 to discuss general matters with the patients regarding health and social care in Bromley. Additionally information was obtained regarding satisfaction with the Dysart Surgery which was very positive.	
<b>5.0</b>	<b>Themed Evening – initial thoughts?</b>	
	An information evening will be held on the 13 <sup>th</sup> of March 2018 from 18.45-19.45. Because of limited seating a maximum of 30 patients will be included. Three Surgery GPs will present 10 minutes each on matters of interest. This evening will be advertised on the website and people will be allocated places on a first come first serve basis.	<b>PPG</b>
<b>6.0</b>	<b>Newsletter</b>	
	The next newsletter will be a Spring edition and there will be a concentrated effort to advertise Patients Access.	<b>PPG</b>
<b>7.0</b>	<b>Waiting Room Notice Boards</b>	
	BW, CD, SM and GS will meet at the practice on the 17 <sup>th</sup> of January 2018 to tidy up the present layout of information but retaining statutory notices. The following items need to be displayed: <ul style="list-style-type: none"> <li>• Disability Accessibility</li> <li>• Hearing loop</li> </ul>	<b>BW, CD, SM and GS</b>
<b>8.0</b>	<b>Updated from practice Staff</b>	
	Dr Smith is leaving the practice. Sally Thornton has joined the reception team. Staff have agreed to display badges, and a photograph board will allow easy identification. A new registration form will have specific questions regarding the patient accessibility or disabilities.	

<b>9.0</b>	<b>Complaints/NHS Choices/significant events</b>	
	There were two complaints which have been addressed. The NHS Choices showed mainly good patient satisfaction with the Dysart Surgery. The DNA statistical data has reduced considerably with the December figure of 123 DNA.	
<b>10.0.</b>	<b>Any Other Business</b>	
	GLG received information regarding the history of the Dysart Surgery. GLG to send relevant information to BW for inclusion in the Spring Newsletter	<b>GLG</b>
<b>11.0</b>	<b>Date of next meeting</b>	
	The next meeting will take place on Tuesday 17 <sup>th</sup> of April 2018	