**ELM HOUSE SURGERY AND CATOR MEDICAL CENTRE**

**PPG MEETING MINUTES**

**Date:** **Thursday 6th September 2018**

**PPG Members Elm House:**

 Apologies: Cecile Duerinckx

Present: Tony Meheux

 Diana Davidson

 Celia Johnson

 Sue Kibler

 Catherine Milton

 Helen Parker

 David Hughes

 Yvonn Mason

**PPG Members Cator Medical Centre**

Present: Jane Ching

 Gloria Brown

 Joanne C.

 Eileen Bradbury

 Valerie Crews

 Roberta Welham

 Rajinder Sodhi

 James Caution

 Julie Axson

 John Hilliger

 Nolene Harris

 Glo Sherman

 Graeme Thomson Valerie Taylor Ellis Taylor

**Practice representatives:**

Dr Chris Holdridge (Partner)

Dr Thuwa Logeswaran (Partner)

Sarah Towl (Administration Manager)

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|  | **Actions** |
| **Welcome & Introductions-** Sarah Towl welcomed everyone to the meeting and introduced Dr Holdridge and Dr Logeswaran |  |
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| **Patient Charter –** Draft Charter was discussed with amendments and suggestions noted. Further amended draft to be produced and circulated and agreed via e-mail. Once agreed Patient Charter to appear on Practice noticeboards and on Practice websites. | Sarah to amend and circulate via e-mail for approval.  |
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| **Draft Newsletter** – Draft discussed, points raised as follows:-One Newsletter per Practice so enough information can be included.-Central font used is fine but font on left hand banner to be same as right hand banner.-Include names of HCAs-To include information of e-mail address to contact practice with comments and suggestions regarding the newsletters- Include notice at the bottom regarding is you wish to receive via e-mail please ensure we have your e-mail address.-Include summary of Dr Holdridge’s appointment presentation-Include information about Self- referral processes-Include information about new eConsult service-Include information about how patients can apply to access their medical records on-line-Include information about local voluntary groups- to be produced quarterlyIssues/suggestions to consider:-Closer working with pharmacies-Closer working with other patient groups such as the Patient Advisory Group-Consider ways the Practices can communicate newsletter to sight and hearing impaired patients-Review DNA policy e.g. not on a rolling year basis-PPG members to produce Newsletter? | Sarah to arrange new draft for circulation and approval via e-mail. |
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| **Patient Access –** Dr Holdridge delivered a very informative presentation regarding appointments and how these should be accessed, including urgent and routine, GP Alliance and Urgent Care.  | Sarah to send copy of presentation notes with PPG minutes |
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| **eConsult update** – The PPG group were informed regarding how to access eConsult via the practice website (Cator only at present). Dr Holdridge gave some examples of how this has been used by patients already. This new service was well received. |  |
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| **Next Meeting Thursday 6th December 2018 - Postponed** | All to note |
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