

Patient Participation Group Meeting (PPG)
Tuesday 19 July 2016 at 6pm

Present

John Maddison (chairman), Margaret Wilcox, Mike Turner, Gwynneth Eastwood, Julia Stanway, Jo Webb

1. Apologies
Colin Eastwood, SandyTurner, Caroline Gray, Janet Wright, Lynne Cooper
2. Minutes of the last meeting: agreed.
3. Action points and matters arising
 - Full list of members – action continuing – John to liaise with the surgery
 - The PPG would have a table in the surgery during the Awareness week – see below
 - Mike to research an A5 sheet re the PPG for the New Patient pack – Janet to liaise with him re the NAPP website version – action continuing
 - Fun quiz following Awareness week – action continuing
4. Correspondence:
 - CCG AGM – this was held on Thursday 30 June 2016 | 2 – 4pm at the Best Western Moat House Hotel
 - A Community Engagement meeting was held on Tuesday 5 July from 4pm – 7pm at The Kings Hall, Stoke
5. Update from the practice
 - The recent CQC audit had identified the practice as ‘Outstanding’ – further details will be available in due course – see the CQC web-site
 - On-line pharmacy ordering is not yet available
6. PPG Awareness week observations
 - A limited response had been received by the PPG members who attended the surgery during the week with no volunteers considering joining the PPG at the moment.
 - New patients expressed satisfaction with the surgery compared to previous surgery experiences
 - It was observed that it would be helpful if the surgery facilitated blood tests (Jo reported to the meeting that these are available on Mondays by appointment so the service needs to be advertised more)
 - It was observed that it is sometimes very hot in the Waiting room
 - John commented that the availability of Ante natal classes provided by the WEA in the M&S Community Room was not advertised in our surgery
7. PPG’s Lifestyle/Diabetes project – the Staffordshire Hub
 - No update
8. Reports from Patients Congress and Locality Group meetings
 - John had attended the Newcastle Central Patient Locality Meeting on 7th June 2016 at 5.30pm at the Newcastle Fire Station and commented that a number of interesting topics were discussed – the formal notes had not yet been received (but were issued on 28 July and are attached to this mailing) – the next meeting is on 6 September
9. Newsletter
 - A number of topics/contributors were suggested for Mike to progress
10. Any other business
 - None
11. Date and place of next meeting
Next meeting: **WEDNESDAY 7 SEPTEMBER** from 6-7pm, the Meeting Room, Bradwell Lodge