

New Street and Netherton Group Practice  
Patient Participation Group

Minutes

Saturday 10<sup>th</sup> September 2011

Present: Anne Tinsdeall (Practice Manager),  
Jackie Grunsell (Medical Practitioner),  
Jonathan Bray (Medical Secretary/ Receptionist)  
Kevin Smith (Patient)  
Margot Redfearn (Patient)  
Aileen Patterson (Patient)

**1. Welcome and Introductions**

Jackie Grunsell thanked everyone for attending today's meeting. The reasons for setting up the Patient Participation Group were discussed explaining one of the main aims were to empower patients in their understanding of the running of the practice and the many different services offered. It was encouraged for patients to feedback their experiences of the practice both positive and negative. It was agreed that the meetings would be informal and open with all have a valued voice and opinion.

**2. Discussion around PPG Value and way forward**

Access to the practice appointment system was mentioned and how frustrating it can be when all the "On day appointments" have been taken. One member of the group explained he had had an emergency situation and could not gain access to a GP, ending with him having to attend A&E for treatment.

It was agreed by the group to advertise the fact more openly within the surgery that any urgent/emergency cases could be added to the on call GP list and the GP would make the decision if the patient needed to be seen that day.

Discussed accessibility in regards to appointments offered at the surgery. An explanation on what methods we have tried in the past was given, the problems we encountered and how these were resolved, it was agreed to review this at a further meeting.

**3. Election of Chairperson and Secretary**

Jackie mentioned electing a patient run committee consisting of Chairperson and Secretary. At the moment due to the low number of attendees in the group it was decided to leave the election for a further meeting where hopefully more patients would attend. An appreciation was given to the patients for taking time out to come to the meeting enabling us to receive feedback. A representative was sought to attend a Practice Meeting held to be on the 19<sup>th</sup> September with a representative of the local Commissioning Consortium Group, Mr Kevin Smith agreed to attend.

**4. Discuss Patient Survey**

A sample survey was tabled for discussion. Each question was read aloud and initial feedback was positive. Each member of the meeting will look through the survey and come back with suggestions at the next meeting as to any alterations or additional questions to add. It was hoped that the survey would be ready to use during the winter months and the results would then be discussed by the PPG in full.

**5. Tour of building**

To conclude, the patients were given a tour around the administrative part of the Surgery.

Next meeting scheduled for Saturday 15<sup>th</sup> October at 10.00am

Meeting closed at 11:00am