

Sandy Lane Surgery Patient Participation Group

Meeting 03.02.14

Minutes

Robert agreed to Chair the meeting. [And is happy to continue in the role.]

Apologies: None

Minutes of Meeting held 5th August 2013 Robert read the minutes of last meeting and they were unanimously approved.

Matters Arising: Online prescriptions were discussed and Jill would like to work towards operating such a system. It was pointed out the variable nature of people's medication request which often required a high level support and monitoring from the surgery. An article will be included in the next issue of Pulse to encourage patients to rationalise the number of prescriptions.

Patient Survey: The survey was discussed and it was decided to adopt the draft Action Plan 2013-14 with the addition of a target related to the difficulty of contacting the surgery by phone.

Surgery Report: Jill presented a report ranging from the appointment of a new receptionist [Jackie], training for new nurse [Lisa], change of Surgery times to include a change of late night appointments in favour of once a month Saturdays. The hours will change in April and the Surgery website will be updated to reflect the new times.

A working party was set up to look at the next Patient Survey in preparation for the autumn run.-. [What, when and how.] Phil will lead Betty, Renee, Robert and Margaret.]

Significant Events: None to report.

Practice Newsletter: The current edition of Pulse is a slight re-working of the last edition with the removal of references to Christmas. There is also a separate area of the surgery website for the PPG which includes a sign up for a Virtual PPG. Members were asked to sign up for the VPPG to test the system. The next issue of pulse to include an article on ringing the surgery.

Any other business: New members: Kelly offered to explore ways of reaching young people. **Circulation of group contact details:** All members of the group were happy to share contact details between each other and full names on the website. **Noticeboard / Display:** Jill will purchase a A5 leaflet holder for the newsletter and John C. Will fix it to the wall in the waiting room. Una will do some work on the noticeboard. John will explore a rolling display system for the waiting room utilising a spare computer. **NHS Sharing Information:** Una alerted the group to the circular letter delivered along with junk mail and expressed concern about the way it concealed an automatic opt in level of operation. **Repeat prescription box:** John B. pointed out how the box spilt its contents.

Date of next meeting: The group agreed to try changing some of the meetings to be in the afternoon. **Next Meetings:** Monday 12th May 2014 at 2pm. Monday 11th August 2014 at 6.00. : Monday TBCth November 2014.