

**Sandy Lane Surgery  
Patient Participation Group**

Meeting 12.05.14

**AGENDA**

1. Apologies
2. Minutes of Meeting held 3<sup>rd</sup> February 2014
3. Matters Arising
4. Surgery Report
5. Development Plan Progress Reports (7 Strands).
6. Significant Events
7. Any other business

Correspondence  
Funding "*Pulse*"

Date of next meeting  
Monday 11<sup>th</sup> August 2014 at 2pm

All papers and discussions are strictly confidential

## **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 5<sup>th</sup> 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 12<sup>th</sup> May 2014 at 2pm. Monday 11<sup>th</sup> August 2014 at 6.00. : Monday TBC<sup>th</sup> November 2014.