

**PATIENT PARTICIPATION GROUP MINUTES**

**27th January 2016**

**6 – 7pm**

**Apologies**

**Dr Easdale**

**Rohan Arora**

**Gabrielle Townsend**

**Suzy Immeson**

**Attended**

**Jayne Manuell**

**Jane Belcher - Chair and Practice Manager**

**Julia Tait**

**Mrs Feneley**

**Julia Reece**

**Sophia Lowes**

**Welcome/Introductions**

Thank you also to Mrs Feneley who made some cakes for the group and staff. Very well received.

**Minutes from Previous Meeting**

The minutes from November were reviewed and accepted.

**Rotating Chair**

JB reviewed the notion of a rotating chair and members will consider this.

**Practice Survey**

There was not a very good response from the surgery survey, only 2 replied although Jayne did say that the link was hard to find on the website. We had a discussion about reviewing the look of the website and Jayne said this was in hand.

We reviewed the questionnaire and the general feeling was that it was too long. It should be reviewed with fewer questions so that it fits on one page. A suggestion was made of sending via text with a link to the surgery website to make it easier to collate. We will discuss with the company who sends our texts. Doctors could also hand them to patients directly after their appointment.

**Dr Stephenson**

JB announced that Dr Stephenson will be leaving the surgery on the 30th April to resume her career as an acupuncturist and we wish her well. Dr Rachel Allan specialises in Diabetes and Women’s health will be taking over from her. All the staff have met her and not only is she highly qualified but also a lovely lady. We will be put her biography on the website in the near future. She will be starting on the 2nd May 2016.

**Security Update**

At the last meeting we discussed the security of the building especially the car park and on a few occasions homeless people have been found sleeping by the back door. It has comes to JB’s attention that there is an available fund and we will put in a bid for security camera’s to be fitted and maybe powerful lights in the car park. We had a discussion about the potential positioning of the camera’s and thought it would too intrusive to have them in the waiting room but appropriate for the corridors and car park. Also fitting a blue light at the back door was suggested as this would deter drug users athough I suspect this would mean having more powerful lights useless but we can discuss further should we get the funding.

We had long discussion about counselling and the need for more appointments and should more funds become available the members thought it would be a good idea to bid for extra counselling time. The only down side with this is that eventually the funding would run out and we would have to reduce the sessions back down again

**AOB**

JT asked about the terms of reference for the group and JB explained that the aim of the PPG group was that the members chair and run the group. The staff of the surgery should just be attending to offer advice and guide them, for example should the group feel that the surgery warrants change either cosmetically or with the services we offer they are in a position to change these things.

**Patient Access**

Members were notified that coded information would be released for patient access by the 31st March. (i.e bloods/angina/blood pressure etc) A couple of members mentioned that they have been unable to generate a password. This is actually done from the surgery and should any patients have any problems we have set up a PC in reception to help them with this process.

**Next Meeting 27th April 2016 6.00**

**Thank you for all your help and support**