

# PATIENT PARTICIPATION GROUP MEETING MINUTES

**TUESDAY 17<sup>th</sup> MARCH 2012**

**Attendees:**

Practice Representatives: VF, CL

Patient Representatives: CC, JF, DG, AM, TK, MM, JP, AS

Apologies: SB, KB, PD, CH, CK, SK

<b>Agenda Item</b>	<b>Discussion /Action</b>	<b>By Whom/When</b>
<b>Patient Questionnaires</b>	<p>Members were given a copy of the results of the IPQ Patient Questionnaires. A discussion took place to identify areas of concern and ideas discussed to bring about improvements in these areas.</p> <p>Ideas discussed and points raised:-</p> <p>Possibility of shorter appointments being available to patients.</p> <p>A doctor to triage appointments on the day, plus other duties in between.</p> <p>Gents toilets need to be refurbished and kept cleaner.</p> <p>Pictures and plants in the waiting room would improve the overall look of the waiting area.</p> <p>Doctors to step further into the waiting room when calling patients names out so they can be clearly heard.</p> <p>A static plastic toy station that can be wiped down to be provided to entertain young children in the waiting room.</p> <p>Create separate queues for patients waiting to speak to reception and the chemist.</p> <p>Display photographs and names of doctors and nurses in the waiting area so that patients are aware of whom they have an appointment with.</p> <p>Promote the availability of telephone consultations.</p> <p>Encourage more people to self check in, if a doctor is delayed see if this can be displayed on the check in screen once patient has checked in.</p> <p>Receptionists to encourage patients not to queue at reception to hand a prescription in, but to place in the prescription box on the next occasion.</p>	<b>ALL</b>
<b>Election of Chair &amp; Deputy Chair</b>	<p>Final nominations took place followed by a vote of the top three nominees. This resulted in the election of Chair of JP and Deputy TK. Positions of Chair and Deputy will run for 12 months, after which time another election will be held.</p>	<b>All</b>
<b>NHS Wirral Involvement &amp; Patient Experience Team</b>	<p>VF informed the group of an invitation she had received for members of the group to participate in a networking event to share good practice in Patient Participation Groups. This will be held from 5.00pm to 7.00pm on 28 March 2012, Old Market House, Birkenhead, Wirral. VF and CL will attend, and DG,JP and AS kindly agreed to attend also.</p>	<b>VF/CL/DG/J P/AS 28.03.12</b>

<b>AOB Health Events 2012</b>	TK provided a list of Health Events 2012 within Wirral/England, some of which will be promoted within the surgery.	<b>All/6.02.12</b>
<b>Future of your community NHS</b>	JP passed literature around that encouraged patients to appeal against exclusions of certain procedures. It was suggested that we advertise that patients have the right to appeal.	
<b>Deafness Support Network</b>	MM passed a leaflet promoting DSN and HAND local charities improving the quality of life for deaf people and their families in Cheshire. They are looking for volunteers.	
<b>Newsletter</b>	A copy of the practice newsletter, which was created using ideas from all the staff and partners in the practice, will be circulated with the minutes. The newsletter will be sent to every household in the practice. The printing and postage costs will be funded by the Wirral GP Commissioning Consortium.	<b>VF/April 2012</b>
<b>Next Meeting</b>	<b>Tuesday 19 June 6.30pm to 7.30pm</b>	
<b>Contacts</b>	Following mobile numbers & email addresses for PPG members to contact VF or CL	