

Present

Sue Hazell	Judy D’Arcy	Stuart Collie	Malcolm Simpson
Tracey Keogh	Ruth Milson	Hilary Jones	Michelle Campbell
Christine Bailie	Tricia Weidner	Dr T Siva	

Apologies

Kevin Blakemore (Chair)	Victoria Vienna	Sandy Sell	Keith Anthony
Georgina McMasters	Chris Parry	Victoria Veninga	

Meeting Notes and Actions

Point	Item	Action	Action By
1	Minutes of previous meeting read and agreed as correct.	A request was made for more detailed information of the meeting to be circulated to inform members who are not present.	JD’A
1	Parish Council Meeting. Kevin wasn’t able to attend the annual meeting, however Judy. She reported that it was a feedback session for stakeholders and not an opportunity to participate at this AGM.	Kevin is attending the next meeting on Monday and will represent PPG there.	KB
1	Email from Kath Rooksby NHS England.	Sue will email to Judy who will email to the group.	SH/JD’A
1	Action Plan / Template. Kevin has developed a project template. Once finalised he will distribute to the group.	Template to be distributed to the group.	KB
1	Kevin completed the analysis and wrote the report related to the patient survey questionnaire and was presented or the CQC inspection.		
1	Belbin Questionnaire sent out.	Please complete the questionnaire as per the instruction and bring your results to the next meeting.	ALL
1	Stuart has received feedback relating to the PPG Constitution from the Group. He has liaised with Kevin. Document waiting to be finalised.	Kevin please can you finalise the document or discuss with Stuart.	KB/SC
2	Email Distribution List. If you would like to communicate with the whole group, please send an email to judy.darcy@me.com . This protects individuals who do not wish to share their email addresses with the group	Use Judy as communication channel.	ALL/JD’A

<p>3</p>	<p>Dr Siva spoke to the meeting about the CQC Inspection on 13/03/2017. He was very happy with how the surgery looked for the inspection and recognised the contribution of the PPG. He commented about the notice boards and how good they looked. He also commented on the survey that was mainly positive and better than national survey. There were some negative comments relating to the reception team and getting through to the surgery. Initial feedback from the inspection appeared positive and good feedback receiving relating to the policies and protocols in place at the surgery. We will find out how the surgery performed in 3 - 4 weeks time.</p> <p>Dr Siva said “The surgery’s aim is to do our best with the limitations of staff that we have to deliver the best service possible for you”</p> <p>Dr Siva shared his expectations of the PPG. The group is the “voice of the patients” We need to represent the people that find it difficult to get to the surgery. To provide feedback on patients experience to access care from their viewpoint.</p> <p>How can we help make the surgery a better place to access the care we need (face to face, on telephone and on the internet). Welcome ideas and solutions to overcome obstacles and deliver a smooth journey for patients.</p> <p>Development of links with other PPG’s (eg Burnham to share best practice - what do they do well, what ideas can we share)</p> <p>The surgery has approx 6,600 patients. We are a small compared to Burnham (note).</p> <p>Sue will send CQC Insight for distribution to the Group,</p> <p>Dr Siva shared the challenges of financial limitations and sited recruitment cost and return.</p> <p>CQC Inspection every 3 years. (note)</p>	<p>Send CQC Insight to Judy who will distribute to the group.</p>	<p>SH/JD’A</p>
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4	<p>Discussion related to information available e.g. which doctors are available. Stuart kindly agreed to take the lead for communication related to all media so that a consistent message can be shared. It was agreed that the communication will only be related to PPG issues. Malcolm agreed to be part of the group. Judy agreed to offer some input. Stuart agreed that he will scope the project and make an initial proposal. Stuart would appreciate some support. Please contact him if you are willing to participate.</p>	<p>An update from Stuart (no date agreed). Group members to contact Stuart if willing to participate in this sub group. Please send emails to judy.darcy@me.com and I will distribute to Stuart.</p>	<p>SC ALL</p>
5	<p>The group suggested that an article about the CQC Report could be included in the next Parish Magazine</p>	<p>CQC Report feedback to be produced and included in magazine</p>	<p>SH</p>
5	<p>The group suggested that an article about the PPG could be included in the Parish Magazine</p>	<p>PPG article to be produced and included in the magazine</p>	<p>SH</p>
6	<p>Good feedback from Coffee Morning event. Sue thanked Tricia and her helpers for organising and hosting the event. Group suggested that the event needs more advertising and there was discussion about other venues. Judy suggested that we need an Event Co-Ordinator who will schedule activities at the surgery and /or other venues. Tricia agreed to lead this group for a couple of events.</p>	<p>Group members to contact Tricia if willing to participate in this sub group. Please send emails to judy.darcy@me.com and I will distribute to Tricia.</p>	
7	<p>Next Meeting 24th April at 18.30.</p>		