

**PATIENT PARTICIPATION STEERING GROUP
MINUTES OF MEETING HELD ON MONDAY, 10TH OCTOBER 2011**

PRESENT: Val Johnson, Practice Manager, Dr K Stoodley, Christina Krygier , Pam Livesley, Kathleen Bradbury, Maureen McDonald

APOLOGIES: Gwyneth Jessop, Geoffrey Scott

MINUTES OF THE LAST MEETING - Read and approved.

GROUP RULES - Read and agreed.

FEEDBACK AND EVALUATION FROM FLU SATURDAY

The flu Saturday on 1st October ran very smoothly and we were happy with the number of patients that were vaccinated on the day. The PPG and a Stop Smoking Group were also present. The PPG were thanked for their help and support with distributing approximately 500 patient surveys. Unfortunately, only a handful, have so far been returned. They reported that the feedback from patients was good. The returned surveys were looked at and 8 patients so far have expressed an interest in joining the PPG. These will be contacted with a view to them attending the next meeting.

PATIENT SURVEYS IN THE PRACTICE

It was agreed that members of the PPG would approach patients in the waiting areas of the surgery to notify them about the PPG and to ask them to complete the patient surveys. Members of the Group were asked to turn up for a couple of hours between 9.00am-5.30pm Monday to Friday from Monday, 10th October until Friday, 21st October and all the necessary information will be available from Reception. Further information is available from Val Johnson. A flip chart will notify patients that the PPG is present. Kathleen Bradbury and Maureen McDonald will attend on the morning of 11th October.

NOTICE BOARD WAITING AREA

A PPG notice board is available in the Reception area which includes PPG news. The notice board will need to be kept up-to-date by the PPG and the practice.

WHEATBRIDGE PPG

Wheatbridge PPG have agreed that members from our PPG can attend their meeting. Val will pass on the meeting date once confirmed.

WMS WEBSITE – PAGE FOR PPG

The practice will include a PPG page on the WMS Website. This will include an Information Leaflet, Useful Contact Numbers, Patient Survey and Minutes of the PPG Steering Group.

ANY OTHER BUSINESS

Val notified the Group that a new “free” telephone number was to be piloted for medical concerns when less urgent than 999. The 111 line will be staffed around the clock, 365 days a year. The pilot will commence on Tuesday, 25th October 2011 and the PCT will send out information packs for patients in due course.

We have received an invitation from the Chesterfield Health Locality Council to attend a preliminary meeting in order to establish a Patient and Public Reference Group. Christina volunteered to attend and she will give feed back at the next meeting.

DATE OF NEXT MEETING

The next meeting will be held on Monday, 31st October 2011 at 1.30pm.