

**PATIENT PARTICIPATION STEERING GROUP
MINUTES OF MEETING HELD ON TUESDAY, 6TH SEPTEMBER 2011**

PRESENT: Dr Katy Stoodley, GP, Kathleen Bradbury, Neville Davies, Pam Livesley, Gwyneth Jessop, Christina Krygier, Michael O'Sullivan and Val Johnson, Practice Manager.

APOLOGIES: Maureen McDonald, Geoffrey Scott, Barbara Holland.

WELCOME AND INTRODUCTIONS

Dr Stoodley welcomed everyone to the meeting and introductions were made.

AIMS & OBJECTIVES OF PPGs

- To consult and plan with patients on the facilities and provision of services.
- To bring a sense of ownership and partnership between patients and practice staff.
- To give practice staff and patients the opportunity to discuss topics of mutual interest.
- To allow patients to make positive suggestions about the practice and healthcare.
- To develop projects to meet the needs of patients in order to influence the local provision of healthcare.
- To establish good relations between the practice and the patients.
- To explore ideas identified by patient surveys.
- To evaluate and review the effectiveness of the PPG annually.

WHAT DO WE WANT FROM THIS MEETING?

- To establish a steering group in order to develop a PPG

WHAT WE DON'T WANT FROM THIS MEETING

- We do not want a forum for individual complaints and single issues.

BEING REPRESENTATIVE

- PPGs must be representative of the practice population and where possible reflect the demographics of the local population.

GROUND RULES

- All members are equally important and all opinions should be respected.
- All matters discussed are confidential unless otherwise stated.
- Discrimination will not be tolerated.
- Silence indicates agreement.
- Stick to Agenda with strict start and finish times.
- Regular meetings to be held with no disruptions.

NEXT STEPS

- At the next meeting, to nominate a Chairman and a Secretary. The Chair will be the lead spokesperson between the group and the practice staff and the Secretary will support the Chair and ensure the group runs smoothly.
- At the next meeting to develop a Patient Survey and the key questions to be asked.

FLU CLINIC – 1ST OCTOBER 2011

- Volunteers from the Steering Group needed to attend the Flu Clinic on Saturday, 1st October at the Methodist Church to recruit further members to the group and to distribute the patient survey.

DATE OF NEXT MEETING

The next meeting will be held on Tuesday, 13th September at 1.30pm.