

**Culverhay Surgery
Patient Participation Group**

Tuesday 20th October 2015

Attendance from the Practice: Dr Richard Probert

Patient Group: Diane French, David Johnson, Derek Higgs, Sue Hope, Robert Maxwell, Ruth Kirkup, Graham Cook, Rod Morrison, Sarah Hale, Michael Sykes, June Kent

Apologies: Diane Hay (resigned), Rosemary Studd, Anne Slann

1. Minutes from Previous Meeting (September)

Minutes from our previous meeting were duly accepted in full

2. Entrance/Exit Safety Update

(MS) gave a short update in relation to the Entrance/Exit Safety at the surgery. The issue has been referred to the Town Council and was listed as part of their agenda for their meeting on 19th October 2015. (MS) is hoping to be able to give a fuller update at the November meeting, once he has heard back from the Town Council.

3. Wotton Directory

The group discussed use of the Wotton Directory as per the research the (RS) had conducted. The general feeling was that it would be a very positive thing to do. The group felt that a journalistic item would be better than an advertisement (which could then be used in other mediums, such as Parish magazines etc.) Dr Probert suggested approaching the surgery's very own Health Journalist Mark Porter, to see if he would like to contribute to the piece.

4. The Chipping Surgery

(SHs) explained that she had been in touch with Louise (Chair of the Chipping Surgery PPG) to arrange a meeting to discuss each of their PPGs and wanted to ask the CS PPG for any items they thought would be useful for SHs to discuss during their meeting.

The PPG fed back that discussion around jointly held health events and promotions would be useful. SHs explained that the Chipping Surgery have a Facebook and Twitter group, and the PPG would like to know how this is monitored and particularly how they deal with confidentiality of patients on social media. The PPG would also like a copy of the Chipping Surgery's Terms of Reference and to find out if they are a member of NAPP.

5. AOB

1. Flu jab letters (DH) - Derek asked why some patients had received Flu jab letters and others had not? (RP) explained that due to the cost of postage, that letters were no longer the chief way that the surgery communicated the flu clinics to patients. As previously discussed the surgery utilised the website, our in surgery screen and also prescription notices.
2. New doctors (RK) – Ruth explained that she had noticed the new doctors were not yet on the surgery website. (RP) explained he would get this addressed.
3. Who is my Doctor? (DJ) – Dave explained that since Dr Green had retired and Dr Pritchard had gone on sabbatical, that he was unsure who his registered doctor was. (RP) explained that he could list anyone at the 'Culverhay Surgery' to third parties. The Culverhay did not specifically register any to a specific doctor and ultimately patients could see who they wanted to for a particular issue.

(MS) closed the meeting and thanked everyone as always, for their participation.

NEXT MEETING – Tuesday 17th November 2015