

Culverhay Surgery
Patient Participation Group

Meeting Tuesday 21st October 2014

Attendance from the Practice: Caroline Pearmain (Practice Manager), Kay Herniman

Patient Group: Peter Beresford, Jan Herbert, Katy Riddington, Michael Sykes, Sarah Hale, June Kent, David Johnson, Rosemary Studd, Sue Convery

Apologies: Anne Weaver, Anne Slann, Sue Hope, Derek Higgs

Agenda

(CP) introduced a few new members and discussed the upcoming agenda.

Minutes from Previous Meeting (held Tuesday 9th September 2014)

No issues, subsequently the minutes from the previous meeting were accepted by the PPG.

Role of Treasurer

(CP) communicated that our previously appointed treasurer has unfortunately resigned from the group. The post will remain vacant until necessity provides otherwise, however Rosemary Shutter has offered take the role in the future as she is a qualified accountant.

Diabetic Education Evening 29th September 2014

The diabetic evening was a great success and very well attended. Further topics and issues will be addressed at future clinics – *suggestions welcome*.

Terms of Reference

(MS) presented our Terms of Reference, which received a further few amendments;

- No upper limit cap of group members – point removed.
- Changed a point contained under 'Meetings' to clarify that a meeting will not proceed if the Quorum cannot be met.
- To tighten and clarify the PPG role under 'Healthcare and Treatment' and include promoting and educating rather than providing treatment to patients.

(MS) to make amendments and then PPG possibly sign off of Terms of Reference at the next meeting.

Appointment of Secretary

Role will be fulfilled by Sarah Hale. (SH) will take over responsibility of minute taking and agenda setting for the PPG.

Display Screen presentation - (KR) and (JH)

(KR) and (JH) gave a very comprehensive presentation on the key messages and materials that would be displayed on the new plasma screen in the surgery waiting room. (KR) explained that the screen would display a continuation of approximately fifty slides promoting both Practice and Dispensary services. Ten slides will be changed regularly to raise awareness of a particular health topic. Ad-hoc items such as community activities, local club information, lunches, play-groups and village agents (more information to follow) will also be promoted using the screen.

Further, the display boards in the surgery waiting room and foyer will be 'revamped' and also would include a 'Who's who' at the surgery. This would also be displayed on the plasma.

A very energetic discussion was held around the screen and how we could improve promotion of the surgery's services. (CP) continued to explain that out of 6,200 patients only 170 accessed the online services of the surgery whereby once a patient is activated they can book appointments, request repeat prescriptions and have access to a whole host of information and services. It was suggested that the PPG held a 'drive' in the surgery to promote this service and to also hand out leaflets to patients informing them of how to access online services and/or give their mobile number in at reception to allow better communication from the surgery such as text appointment reminders. This idea was accepted by the group and the 'drive' will take place during morning and afternoon surgery on Monday 10th November.

Summary of Careers Meeting - (SC)

(SC) attended Wotton Carers meeting on Monday 20th October and gave feedback from the meeting. The group provides invaluable support to carers and would like some promotional support from the surgery – such as promoting their meetings and perhaps information available for carers. They are holding a cake sale in the town hall on Saturday 22nd November to support the group and their next meeting is Wednesday 19th November. Anyone from the PPG is welcome to attend if interested in doing so.

AOB - None

(CP) closed the meeting and thanked everyone for their energetic discussion and ideas, and particularly the work going in to implementing them.

NEXT MEETING – TUESDAY 18th NOVEMBER 2014