

Somercotes Medical Centre – Patient Participation Group

Minutes of meeting held Tuesday 12th August 2014.

Members present: Wendy North, Margaret Yeomans, Angie Curran-Bilbie, Jean Smith, Dr Kaysia Gale, Sheila Burt, Sandra Cauldwell-Clarke, Jill Robinson.

Apologies: Dr Ed Pooley, Marion (Practice Manager)

Correspondence: Resignation letters received from Myron Kohut and Ena Fellows.

E-mail – regarding and Asthma Improvement Group

E-mail – regarding the Choose Well campaign

E-mail – regarding a Carers Reference Group

These documents were made available for all members to look at and show interest in attending or participating in any of the projects mentioned.

Minutes of last meeting: no minutes were available from the last meeting. However Dr Pooley had passed on information regarding the survey he had carried out relating to the availability of booking appointments on-line. This facility is now available and the survey showed that people welcome this facility.

Matters arising: On-line booking and requests for repeat prescriptions is now available.

Reports: The Alfreton and Jessops PPG groups have been in touch requesting a meeting to discuss what other PPG groups are doing and how they are run.

17th September is Oral Cancer Awareness Day – other groups are holding a stall on Alfreton market to raise awareness of this, providing information and handing out leaflets. The practice is welcome to join if they wish to.

Dr Gale reported that she has been looking at alternative ways to involve patients in the practice and ways of obtaining their views and opinions. Some ideas are

- a virtual discussion group
- resiting the current comments box in a more obvious place
- introducing a 'Question of the week / month – providing patients with the opportunity to choose from 1 of 2 options.
- Utilising the corridor wall space more effectively to create a 'Community Gallery' – some possibilities would be to display artwork from local schools, work by local artists.

A.O.B: the PPG needs new members – how can we do this? We need to let people know who we are and what we do. The PPG noticeboard needs to be more visible and more accessible.

Margaret had visited the surgery on a few occasions and made some general observations of comments made by other patients in the waiting room. The issues raised were as follows:

- People struggle to get in and out of the current car park spaces
- The appointment board has no bleep at present
- Some people felt the leaflets were not accessible
- The children's play area looked very tatty and unwelcoming

These issues were duly noted and will be passed on to the practice manager. Dr Gale pointed out that the play area has already been revamped and the toys have been replaced. The other issues will be prioritised and looked at in future meetings.

Other issues raised were:

Could there be a list of the days and times that different doctors are available to enable patients to request appointments at the appropriate times. Also would it be possible to produce a board showing photos and names of the doctors currently in the practice.

A poster showing a list of the local chemist and their opening times would be useful to have on the noticeboard to help patients.

One of the members asked if the Practice newsletter was still being produced. This would be helpful to advertise who the members of the PPG are what they are doing.

The upcoming Flu Clinic would be useful to try and recruit new members of the PPG or at least gain opinions and views of a variety of patients of the practice.

The group decided that as a number of issues had been raised, and it would not be possible to address them all immediately. Therefore, they would be prioritised and dealt with at future meetings.

The immediate priorities would be:

- Updating the PPG noticeboard with photographs, names and contact details for the current members.
- Displaying the minutes of the meetings on the board for other patients to access.
- Talk to the Practice Manager about re-instating / producing a practice newsletter.
- Dr Gale would address the issue of the call board bleep, the photographs of the Doctors on a board, along with availability and appointment times and would talk to the practice manager about the car park.

Date of next meeting: **Thursday 25th Sept 2014 at 2.30pm.**

