

PATIENT PARTICIPATION GROUP MINUTES

16th April 2019 at 16:00

Attendees: TB, RC, GC, DM, JD, CK, DC

Apologies: JO'L

Chair: DM

Note taker: JD

1. Welcome and Introductions and Apologies

Apology was received from JO'L

We welcomed two new members to the group CK and DC.

2. Update on agreement to join NAPP (National Association for Patient Participation)

Partners of the Practice (Wellington Medical Practice) have agreed to pay the membership of one person to join the NAPP. This person will be able to attend the NAPP meetings on behalf of the PPG. This will enable us to participate in the NAPP model and bring back ideas to the PPG for discussion and possible future implementation.

3. List of Volunteer Committee Members

It was decided to complete a contact list of all volunteer committee members. TB will complete list details.

4. PPG Support to the Practice

Committee members give support to the Practice on various Clinic Open Days. Recently support was given to the Asthma Clinic. These Open Days are a new idea for the Practice and they are well received by Patients. As well as Asthma clinics are held for Diabetes, COPD, Hypertension and Women's Health.

5. Telephone System

TB informed the group about the recent changes to the Telephone System.

Complaints had been received about long waits to get answered or “getting lost” in the system. As Wellington Medical Practice was the “Trial Site” for this new system in Telford. It was discovered that errors had been made by the IT Company setting up the system. These have now been rectified and feedback from callers is much improved. The Practice does daily analysis on call statistics such as “wait times” and “abandoned calls”.

6. Practice Newsletter

The Practice produces a Newsletter and discussion was made about a section for PPG news.

7. PPG Notice Board.

TB is to discuss with the Pharmacy about the possibility of using their wall (to the left of the Pharmacy entrance in Waiting Area) to install a notice board. (The Pharmacy is not owned by the Practice). The proposed board would be used to display items of interest to patients and the minutes of the PPG meetings.

8. Any other Business.

Discussion was made about the possibility of a PPG Letterbox so that patients can leave comments and ideas for the PPG.

It was decided the PPG members to have interactive discussions with surgery patients twice monthly. Further discussion of times, volunteers and the best way for this to be completed will be required.

