

## **PPG MEETING**

### **FRIARY HOUSE SURGERY**

**Thursday 30<sup>th</sup> November 2017**

**6.15pm – 8pm**

#### **PRESENT**

Dr O'Leary TO  
Gemma Cole GC  
Sara Jordan SJ (chair)  
David Riddle DR  
Carole Partridge CP  
Steve Coleman SC

#### **APOLOGIES**

Alison Shelton AS  
Debbie Pritchard DP(sec)  
Sarah Gillman SG

#### **1. Matters arising from previous minutes**

Apologies were given. Minutes were discussed from last meeting. Actions were discussed – Comments box is fixed – Evaluation form changed and used – new poster designed and new logo added, posters laminated and up in waiting room. The raffle was discussed and agreed to not have Christmas raffle but to do an Easter raffle, GC said that St Luke's had approached the surgery to ask if we would raise money for them, it was agreed we could try and raise money for both Alzheimer's and St Luke's. GC to send DP the new practice headed paper. CP said we had raised £476.00 from the MacMillan Coffee Morning and raffle we had held.

**ACTION: GC to send DP headed paper**

#### **2. CQC Visit**

Group had already been told that the practice had a date in the diary for a CQC inspection. DP agreed to come on the day of the visit and speak to inspectors. SC also said she was available if needed on the day. It was asked when the practice would know the result of the visit TO said we would hopefully get a feel at the end of the day but otherwise two weeks after. Report from visit will be distributed to the group once received and will be discussed at the next PPG Meeting.

#### **3. DATA PILOT – SIDMOUTH PPG**

Sid Valley emailed surgery PPG group to invite group to take part in the pilot scheme a meeting was to be held 30<sup>th</sup> October – was short notice and no one available to go. SJ to follow up and find out more information about the pilot.

**ACTION: SJ to get more information**

#### **4. SURGERY IMPROVEMENTS FOLLOWING PPG VISITS**

SJ and DR attended the drop in flu clinic/health fair morning, spoke to patients and got patients to complete the evaluation feedback forms the group had created DR and SJ said there was a great atmosphere at the flu clinics. Overall the feedback was super lots of

positive comments “excellent practice with excellent staff and doctors. You should be proud of what you do. Keep up the good work.” GC to put comments from evaluation sheets on website. SJ to collate the results of the valuation sheets for the next meeting. The main criticism that was mentioned was the telephones and parking. Hopefully IP office looking into phones and Alison is costing systems to see how many callers waiting.

**ACTION: GC Comments on website. SJ collating valuation forms**

## **5. PRACTICE SURGERY SURVEY RESULTS**

GC presented the group with the results of the recent survey that the practice had taken along with the GPs 360° surgery. The group felt the results from this survey mirrored the initial result from the PPG evaluation form results. The group discussed the results at length and completed the guidance template for discussion of local survey finding and action plan report.

[CP left meeting]

## **6. AOB**

GC informed the group that the practice now has a bereavement advisor that will be working in the surgery every Thursday. Anyone can book via reception.

SJ agreed plan for next meeting, said that DP will be taking a photo of the group for the new website, SJ will contact the new member to inform her of meeting dates.

**Date of next meeting – Thursday 8<sup>th</sup> February 2018**