

## PPG MEETING

### FRIARY HOUSE SURGERY

23/03/2017 6.15-7.30PM

#### PRESENT

Dr Tracey O'Leary	TO
Carole Partridge	CP
Debbie Pritchard	DP
Sara Jordan	SJ
Steve Coleman	SC
Sarah Gillman	SG

#### APOLOGIES

Alison Shelton  
Gemma Cole

#### 1. MINUTES AND MATTERS ARISING

SJ agreed we had all enjoyed the presentation by the clinical research team last meeting and asked TO/CP if there had been any feedback or involvement from the surgery, but none yet to report.

TO stated there were no action points to follow up from the latest CQC report.

CP shared the final total raised at the surgery raffle for the Chestnut Appeal was £328, which we all thought impressive.

SJ wanted all the evaluation sheets given out at the last meeting to be filled in, which they have, so minutes from PPG meeting 19/01/17 were signed off.

#### 2. ONLINE PRESCRIPTION SERVICE – MISSING COMMENTS BOX

SC had noticed when ordering medication online on the surgery's website that the comments box is now missing. CP said EMIS is aware and are endeavouring to improve.

#### 3. FACILITIES AND SERVICES AVAILABLE AT FRIARY HOUSE

SJ circulated Practice environment evaluation sheet we looked at last meeting. All PPG members agreed it needed tweaking and **SJ is happy to do this.**

SC noted that staff photographs were not on display at the surgery and whether it would be appropriate for this to be changed to be more in line with other practices/businesses and also to highlight new staff members. SC thought this could also be replicated on the surgery's website. **CP said she would ask staff if they would be happy for this to be arranged.**

#### 4. PRACTICE NEWSLETTER

Practice newsletter is quarterly and put in the waiting room. CP said patients do pick them up. It was too expensive to distribute directly. CP said Gemma is happy to add PPG input to the newsletter, which we thought was an excellent idea. **SJ to add to agenda for next**

**meeting.** SJ requested that a staff update could be put in the next issue. **SJ to contact Gemma to arrange.**

SJ asked TO who was responsible for keeping the website updated. TO confirmed it was Dr. Reader's task. All PPG members felt Dr. Reader would be too busy seeing patients to fulfil this and it might be more appropriate for a member of the administration staff to be trained instead. SJ, DP and SC felt the current website is outdated and needed to be more attractive, which might encourage recruitment. DP and SG proposed that information on staff speciality roles and expertise should be included. AS TO reported patients can be reluctant to see nurses instead of a GP, showing how skilled these other health professionals at the surgery are on the website could encourage the patient population to think differently. TO informed us that a new paramedic was starting at the practice in April to do home visits and minor illness triage at the surgery. This was hoped to decrease the current pressure on the GP's, due to persistent vacancies.

CP and TO left the meeting.

#### **5. PRACTICE ENVIRONMENTAL EVALUATION**

SJ wanted to discuss the practice environment and the patient experience of it. We discussed how ours might be improved, starting with advertising the PPG. SJ had sourced information about other PPG's and felt our PPG poster required much improvement. EG. Practice logo/identity. All members agreed and **SJ,DP,SC and SG will bring ideas to next meeting** so a new poster can be drafted. This prompted a discussion on how best to research suggestions for improved environment and it was decided that **SJ, DP, SC and SG would separately attend the practice for 20minutes each before the next meeting in June to collate information.** Eg. Poor confidentiality at the desk, samples box is missing and envelopes are not provided for privacy. Ideas will be discussed at the next meeting.

#### **6. GP INSIGHT REPORT**

SJ circulated the GP insight report. PPG members to read and bring questions to the next meeting to discuss with TO.

#### **7. AOB**

DP agreed to do minutes and send to SJ for approval and distribution.

#### **8. DATE OF NEXT MEETING**

Thursday 29<sup>th</sup> June 2017 at 6.15pm.