

## Meeting Minutes

### PATIENT PARTICIPATION GROUP MEETING

24<sup>th</sup> July 2019 at 18:30

**Attendees:**

Patients –508440 (MM); 500957 (CHP); 9048 (DL)

Practice – Dr Ranjan Das; Mike Munns; Sue Mellish; Robert Nsiiro

Agenda Item	Action
<p><b>Introductions</b></p> <p>All welcomed with refreshments</p>	
<p><b>Apologies</b></p> <p>508440 (MM) sends apologies on behalf of 508449 (OM) unable to attend meeting.</p>	508440 (MM)
<p><b>Minutes from previous meeting</b></p> <p>Hard copies of last meeting minutes were produced to each attendee followed by an email with a copy of the minutes also.</p> <ul style="list-style-type: none"> <li>A portable PPG Kiosk desk and posters regarding the PPG meetings were prominent in the waiting area as well as the surgery entrance. PGG members stated that they did see the PPG Kiosk as they entered the surgery entrance, with A3 colour printed posters advertising the meeting, which they were very pleased with.</li> </ul>	<p>RN</p> <p>RN</p>
<p><b>Meeting Minutes</b></p> <ul style="list-style-type: none"> <li>Announcement of 3 new receptionist staff members (two female and one male), with two staff members already currently working. The third member of staff is due to start from the first week of September.</li> <li>New staff rota also to start from September, which will improve the reception desk service as well as telephone calls. The rota reflects 4 reception staff at the reception desk at all times, two talking calls and other two staff members giving help over the counter to patients.</li> <li>New telephone service has now been sourced, just to finalise paperwork, new system to take affect Sep or early Oct.</li> <li>Underfloor heating has slightly been maintained by maintenance company throughout the building, however the company has advised a new thermometer has also been ordered for replacement, which has also been playing a part on our underfloor heating.</li> <li>Dr RD announcement the surgeries application for an extra consultation room, as the surgeries patient list increases.</li> <li>New NHS App for patients to download on mobile device. Information to be shared on surgery website and PPG Kiosk (flyers, leaflets, surgery tablet for PPG</li> </ul>	<p>MM+RN</p> <p>MM+RN</p> <p>MM</p> <p>MM+RN</p> <p>Dr RD</p> <p>RN</p>

<p>volunteer and info). <a href="https://www.nhs.uk/apps-library/nhs-app/">https://www.nhs.uk/apps-library/nhs-app/</a> Do follow the link should you want more information or want to pilot the application.</p>	
<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• PPG members advised that the surgery have a notice/sign once a week reminding patients of the Fire test Alarm, to avoid confusion.</li> <li>• PPG members shared they would volunteer once a week to support other patients to register for Patient Online Access with the surgery tablet, also provide support completing GP registration forms, help with minor queries and give general local info.</li> <li>• Surgery to display a staff hierarchy in waiting area, as well as surgery website – In order to identify each member of staff/clinical member and what their roles are at the surgery.</li> </ul>	<p>RN</p> <p>RN+MM</p> <p>RN</p>
<p><b>Next Scheduled PPG Meeting</b></p> <p>All members agreed that they preferred the meetings be held in the evening, so the next date of the meeting has been agreed for:</p> <p><b>Wednesday, 18<sup>th</sup> September 2019 at 18:30</b></p>	