



Minutes of Patient Participation Group (PPG) Meeting

Held on Wednesday 19/7/19 at Central Canvey Primary Care Centre
1pm

Those Present:

Samantha Baulch , Jackie Brown , Sue Brown,
Barbara Adams , Norman Crampton, James Rhind,
Paul Senior,

Apologies: Mary Wirdnam, Karen Sadler

	Action
1. Welcome and Introductions Meeting started at 13:00pm	
2. Agree Minutes of previous meeting Minutes agreed by all members.	
3. Sue Brown, Therapy for you services. Sue Brown, psychological wellbeing practitioner from Therapy for you met with the group and discussed the different types of therapy services that are on offer for patients in our area. There are online, group and 1 to 1 courses available free of charge to patients. Sue discussed the referral procedure and waiting times with the group. Sue gave information leaflets a notebook and pen to all members.	
4. Meet The Manager: Jackie Brown introduced herself to the group. Jackie has 17 years' experience as a Practice Manager and has been working with the surgery since April 2019.	
5. Patient Survey: Sam showed the group a draft of the patient survey. The survey this year is to be focused on reception staff and reception area to see where services could be improved as the PPG had mentioned previously that the reception area / services could be better. The group was happy with all the questions raised but had some format ideas which Sam will put into place.	



6. Any Other Business

- Norman was concerned regarding how the group communicates, as he has sent several emails with suggestions for a PPG poster and changes to the internet and has not received a response from some members of the group. Everyone agreed that we should be responding to all emails and checking our junk email folders. Sam suggested adding all members to the surgery Intradoc website where we can upload meeting minutes and any documents. The Intradoc site will alert member when there is anything new added via email. SB
- Sam advised the group that we have yet to arrange photos of the clinicians for the notice/ Electronic board. Discussed that this has been outstanding for some time and the surgery agreed to get this done in 6 weeks.
- Sam agreed to update Norman's PPG poster with the surgery logo and add this to the notice board.
- Members agreed that the notice board area looks better now that Sam has updated the posters on the board.
- James and Barbara were concerned that the online booking system was only showing available appointments for 2 weeks in the future and as there is never any routine appointments available with a GP for at least 3 weeks. It was suggested that this should be changed. Sam said that she is unsure if we would be able to change this setting or whether it was a TPP/ SystmOne setting, but agreed that it was not helpful to patients that wish to use the online services and that the surgery will look into this. SB
- Practice Website was discussed and agreed this was out of date. Jackie has updated some areas but will look into this again. There are areas where the PPG can be advertised and minutes added so Sam agreed to look into the website too. JB/SB
- Jackie agreed we are overdue a practice newsletter and will try to arrange this ASAP.

Date of next meeting: 13th September 2019 1pm