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| **Minutes of Patient Participation Group (PPG) Meeting**  **Held on Tuesday 16/5/17 at Central Canvey Primary Care Centre** | |
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| **Those Present**  Tina Packman - Practice Manager (TP)  Samantha Baulch - Senior Administrator (SB)  Norman Crampton (NC), Josephine Johnson (JJ), Barbara Adams (BA),, Jennifer White (JW), Jim Rhind (JR), Lee Sayer (LS), Karen Sadler (KS) | |
|  | **Action** |
| 1. **Welcome and Introductions**   TP welcomed everyone to the Patient Participation group meeting. Everyone gave their introductions.  Apologies given for Paul Senior, Lorraine Thorpe and Dr Ana Linacero-Garcia |  |
| 1. **Agree Minutes of previous meeting**   Minutes agreed by all members. |  |
| 3. **Intranet – Patients comments Friends and family Test**  TP & SB stated that for the month there were 17 answered no negative comments  Green forms: Nov 100% recommended Jan 100% recommended Feb 100% recommended.  This averaged for the whole year 96½%  JR asked what the purpose of the friends and family form was, as this was not clear from the posters.  LS suggested putting the Friends and Family data on the LED board to help increase patient awareness and said there may be no negative responses because of fear of repercussions.  SB responded that the test can be submitted anonymously.  KS asked where as a practice do you want to go  TP said more friends and family forms could be distributed out to patients  BA asked how long a period is this over  SB responded that the Friends and family data supplied tonight was over a 12 month period.  SB Friends and family data results are on the practice web site.  JW asked if another colour paper could be used for practice information signs as the purple paper makes it more difficult to see the print.  TP said this would not be a problem  **TP stated that Intranet did not have much to offer**  **KP said leave this for now** |  |
| **4. Any Other Business**  NS showed the group a book on diabetes and asked if it could be put on web site  TP said the practice could not be seen to endorse or recommend any books but the we would be happy to add a “patient recommended read” in the practice newsletter. TP also added that any contributions the group may have for the next practice newsletter can be e-mailed to SB. Newsletter is issued about twice yearly  JW asked if a befriending service is offered by the practice.  SB There is a service operated by CAV  BA asked if this also could be put in news letter  TP agreed  JJ asked if a very large printed notice stating missed appointments and cost could be produced, large enough to read from wherever sitting, waiting for an appointment  NC could it be possible to reply to reminder texts  TP not at the moment but the practice is looking into the possibility of offering this service in the near future. Patient can cancel by Email, telephone, Fax or using the System Online app.  TP If anyone has ideas for the newsletter, please let her have articles by mid June, say 13th |  |
| END OF MEETING  Date of next meeting Tuesday 27th June 2017 |  |
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