



PPG MEETING MINUTES

Date 27<sup>th</sup> March 2014

Attendees: Dr Laxman Ariaraj, Sally Funston, Rodney Brown, Mary Green, Alison Wood, Vida Wilson, Rachel Thomas, Dr Liudmyla Martin-Roberts, Steve Barnett, Janet Williams and Bob Giles

Apologies: Christine Koop, Lance Ellis, Mary Evans and Gill Abbott

TOPIC	NOTES	ACTION
Welcome and Minutes	Dr Ariaraj welcomed everyone to the meeting. The minutes were reviewed and confirmed.	
Matters from last meeting	<p>CAB Meetings – Currently under discussion as to how the service would be accessed from the surgery point of view. Doctors may just refer patients to the service. A meeting will take place shortly to discuss this.</p> <p>Bicycle Stand – An area in the car park has been chosen for the site of the stand, this should be fitted soon.</p> <p>GP Newsletter – It was decided that the registrars should be added to the newsletter showing which respective GP's they are shadowing.</p> <p>Missed Appointments Board – The board will be back on reception</p>	LA/SF
Patient Survey	The patient survey was carried out, and generally the comments were very positive. The group did express that some of the questions were ineffective, and therefore, by next year, the survey will be slightly changed.	SF
Puffell Website	At the last meeting the Puffell website was discussed. A few members have looked at the site, but were 'put-off' by the corporate speak and felt 'talked down to'. It was agreed that the site may be more useful to younger generations and the Dr's are still giving information about the site to patients as it may still be beneficial to some.	
AOB	<p>The recent press coverage about GP extended hours was discussed. The feeling of the group was that the out of hours worked well and felt using NHS resources for extended hours care rather than chronic diseases was a mistake.</p> <p>It was commented that as sometimes there are students in rooms with Dr's, patients may feel uncomfortable refusing the student once they were in the room. It was decided that the receptionist should make the patient aware when booking in, so that the Dr and student know the patients feelings before they enter the room. This will be trialled over the next few</p>	

	<p>months to see how it works.</p> <p>It was noted that on several occasions, cars have been entering the car park through the exit gate. It was also noted that on many occasions this has been members of staff at the surgery. This is obviously a hazard, and a message will be sent to all staff asking them not to use this gate to enter the car park.</p> <p>Dr Ariaraj requested each of the group to consider nominating themselves for the roles of Chair, Vice-Chair and secretary. The nominations should be in before the next meeting and will be voted upon then.</p>	
	<p>Next meeting: Thursday 26<sup>th</sup> June 2014 @ 6.30pm</p> <p>Future Meetings  4<sup>th</sup> September 2014  4<sup>th</sup> December 2014</p>	