

Patient Participation Group
Thursday 29th November 2018 2 – 4.00pm

Minutes

Present: ST, AH, MW

Apologies: TG, PM, LB, AHamp. CY, MT

Resignation:

1. Introductions and welcome	Only 3 people present so not really quorate.
2. Minutes of last meeting	Taken as correct
3. Matters arising	<p>Anne will look at name badges Large notice board completed The installation of the new phone system was delayed because of a problem with virgin cabling. It should now be in place. When Anita returns, we will ask which services can be signposted. We can then work on the next theme for the large board</p>
4. Surgery update	<p>Anita on sick leave at the moment but sent this information. A patient filled in a form suggesting that patients should be asked to solve key problems “power of the crowd”. The main concern was “ a lot of patients, myself included, worry about how on earth elderly or disabled or mentally incapacitated people ever get an appointment as they may not be able to queue up outside at 8am or be able to use the telephone. Could you put this dilemma to problem solving patients?”</p> <p>There are a few dates for meetings next year when Anita is not available. It may be necessary to change these. At the moment they stand as Feb 21ST, March 21st, April 18th, May 16th, June 20th, July 18th, no meeting August, Sept. 19th, Oct. 17th, Nov.21st. Anita is not available April, May and Sept. and doesn't know yet when the practice meetings are.</p> <p>The flu campaign has gone well . 76% of over 65s vaccinated. 65s at risk not so well due to the shortage of vaccines</p>

5. Collaborative working	For further discussion – how can the PPG help the surgery in a more practical way. We have a speaker – Adam Stewart, lead for PPG’s at Leeds CCG – coming in January who may be able to help with suggestions. Please think what we might want to ask him.
6. Winter newsletter	Suggestions –Jumper day, Saturday service, aggression towards staff, children’s corner, board.
AOB	<p>Two people have been signposted to MSK services. One wishes it to be known that this is only an advisory service.</p> <p>Trevor, at a previous meeting suggested that Bickerton Parish Council might help with providing notices for the car park.</p>
Next Meeting	<p><u>31st January 2019</u> 4-6pm in the upstairs meeting room. Crossley St Surgery</p>