

PATIENT PARTICIPATION GROUP MEETING
SATURDAY, 27th APRIL 2019 at 12.30PM

ATTENDEES

Dr Mark Casey, Lorraine Weldon, Sandy Town (Vice-Chair), Steve Town (Vice-Secretary), Jill Sarrazin, John Armstrong, John Eayrs and Janet Gotham

APOLOGIES

Trevor Arnold (Chair), Marion Arnold (Secretary), Christiana Nascimento, Anthea Harding, and Colin Wright

WELCOME

Sandy welcomed all in attendance.

MINUTES OF LAST MEETING and MATTERS ARISING

Minutes of the last meeting for 19th January 2019 were checked and agreed.

Lorraine advised that they still have the Lions Club First Aid pots. One was shown to us at the meeting and it was advised that if patients wanted one there were still some available. It was suggested that a notice could be put on the noticeboard to advise patients of the availability of them.

To encourage patients to look at the PPG Noticeboard and to join the group it was suggested a notice be placed under or by the doctors' names as you come through the main door. The notice should read:- Our Doctors encourage you to help our surgery function. Come and join our Patient Participation Group. Please see our Noticeboard in the righthand corner of reception.

PHONE MESSAGES / CANCELLATIONS

Sandy was asked by one of the patients if a line could be made available for cancellations or messages due to the time spent waiting to get through to reception on occasions.

On discussing with Dr Casey and Lorraine it was advised that their present telephone system used to have an option for cancelling appointments but it was hardly ever used. Due to lack of use the option was removed. Lorraine will look into seeing if this can be put back on the options.

A second line would cost money as well as time and therefore not be viable for the surgery.

COMMUNITY GROUPS FOR NOTICEBOARD

Sandy requested we give Lorraine leaflets on community groups to go in a folder on our noticeboard.

Groups can be to help new patients socialise in the community or benefit health, ie knitting, singing, meet up with others with similar health issues – autism, etc.

OTHER BUSINESS

John Eayrs mentioned a “Service User Led Mental Health Research Workshop” being held on 20th May 2019 – 11.30am to 1.30pm (lunch provided) – venue is Thornhill Library, Tom Rudd Unit, Moorgreen Hospital. Please contact c.asher@nhs.net if you wish to confirm your attendance. Parking can be onsite or at the Ageas Bowl. The Workshop is looking at long-term health difficulties and treating mental health as individuality.

Lorraine mentioned that on Wednesday, 10th July Rob Kearn will be discussing PPG for staff and that members of our PPG would be welcome to attend. Time will be confirmed at our next meeting either 1pm to 2pm or 2pm to 3pm.

DATE OF NEXT MEETING

Monday, 8th July 2019 – 6.30pm to 7.30pm

At this meeting we will discuss ways to help the surgery, parking and whole day run smoothly for the Flu vaccinations days/half days.