**Patient Participation Group**

**Informal Meeting with Group Chair, Secretary & Witham Health Centre Practice Manager**

**Tuesday 31st July 2012**

**Present:** Brian Procter (PPG Chair)

John Croager (Practice Manager)

Steve Burtrand (PPG Secretary)

**Purpose:** Meeting arranged for John to update Chair and Secretary about Health Centre/Practice issues, and to talk more generally about how to drive the PPG forward and associated next steps

**Discussed:**

* Getting meeting dates in members’ diaries at the earliest opportunity.

**[Action: Set a firm date for the next PPG and then agree a schedule of dates at the meeting]**

* Ways of running the group: this could include a mix of ‘virtual’ meetings and ‘formal’ gatherings – with feedback provided to members unable to attend.

**[Action: Discuss this and other potential options at the next PPG]**

* Asking group members what they do/did for a living – to ascertain particular expertise and/or niche experience.

**[Action: Chair to sensitively raise this issue with everybody at the next PPG meeting]**

* Setting a ‘forward agenda’ – collectively identifying forthcoming events and issues coming up later in the year, in which the PPG might have an interest or want to get involved.

**[Action: Ask for everybody’s ideas at the next PPG meeting]**

* Sharing information – encouraging group members to think about inviting guest speakers along to future meetings, to share their knowledge and expertise.

**[Action: Ask PPG members for their ideas at the next PPG; perhaps start by inviting Health Centre staff?]**

* Running another patient survey in the near future (possibly relating to patient use of A&E services – how often used, and why used in preference of the out-of-hours service?

**[Action: Discuss options for getting this project off the ground at the next PPG]**

* The potential benefits of setting-up a ‘help desk’ at the Practice manned by PPG members – not to deal with patients’ complaints or medical issues, but to perhaps provide a sign-post service for more general queries and also to help the group to gauge a better understanding about Practice procedures and any difficulties experienced in the day-to-day running of the surgery.

**[Action: Add this issue to the PPG’s ‘forward agenda’ for a more in-depth discussion]**

* Non-receipt of information from external sources (i.e. A&E) and the pressure this puts on GP’s and Practice staff.

**[Action: Add this issue to the PPG’s ‘forward agenda’ for a more in-depth discussion]**

* Development of a power-point presentation for the waiting room television screen, highlighting general information about the Practice.

**[Action: Practice Manager to update PPG members at the next meeting]**

* The detrimental effect of patients’ non-attendance for GP and blood test appointments.

**[Action: Discuss with members at next PPG meeting, the potential for introducing a text reminder service for patients – the technology for which already exists but isn’t yet active; also think more generally about what else could be done to help educate people about principles of running a busy surgery, and the pitfalls of system abuse etc]**

* Signing a new Health Centre lease.

**[Action: Nothing needed just yet – lease unlikely to be signed until the Centre is ‘fit-for-purpose’ and some required modifications to the premises have been made]**