* + **RAVENSCAR SURGERY PATIENT PARTICIPATION GROUP**

Minutes of a meeting held on Tuesday 2 September 2014 at 12 noon at RPCH

1. **PRESENT :** Lesley Hutchinson - Chair

Ron Wood - Deputy Chair

Kathleen Walker

Andrea Johnson - Practice Secretary

Julie Moore - Practice Administrator

**2. APOLOGIES FOR ABSENCE**

Apologies were received from Ron Sabiston and Irene Hambley

**3. MINUTES OF THE LAST MEETING**

Copies of the minutes had been previously circulated and were accepted as a true copy and as

such were signed and dated.

**4. MATTERS ARISING FROM THE MINUTES**

None

**5. CONFIDENTIALITY AGREEMENT**

Copies of the Confidentiality Policy were given to those members present for them to sign and

give back to Andrea for safe keeping at the surgery. Every member of the group must sign one

as we discuss matters about the practice which can be confidential. Please ensure that these are

signed and returned as a matter of urgency.

**6. CONSENT TO USE DETAILS**

These were handed out to members present as Lesley explained that she needed each member's

permission to use their email address when forwarding paperwork relating to the group.

Without such permission she has to send everything individually and it is time consuming.

Again, please sign and either send to Lesley at the address given, email a signed copy or

leave at the surgery for her to collect. This would be most appreciated.

**7. PPG POINTS FOR DISCUSSION**

Andrea and Julie have worked hard to come up with a list of things that the PPG may wish to

discuss and air there views on. Some of which are as follow:

a. promotion of the PPG

Lesley suggested that we should perhaps have a mention on the LED board in the surgery

waiting area. Not too much information can go on the board so it was left to just the point

of contact.

b. it was thought that we should 'target' carers to join the group but not to include children as

some practices do.

c. reception – we now have either Luke or Nicola working on reception and it appears to be

working much better. We need to promote the 'logging in' system to patients and perhaps

members of the group could attend at various times to show patients how to use. Andrea

mentioned that pointers would be used to help the patients too.

d. Andrea and Julie told us of the different clinics that operate in the practice and it was

thought perhaps we should target some of these clinics to publicise our group.

e. suggestion box. This has been placed on the reception desk and several suggestions have

been made, some of which are not relevent either to the practice or the group

**8. ACTION PLAN**

There are four main areas on this years action plan – reception which is now now manned, the

promotion of the PPG, further surveys and the PPG newsletter.

It was agreed that we need to target all groups of patients to make them aware that we exist

and also to recruit more members. As well as promoting ourselves on the LED board, Ron

suggested that perhaps it may be possible to 'advertise' ourselves on prescriptions. Currently

it asks for patients to state their height, weight etc and Ron wondered if we could perhaps

just have a one liner on there too. Andrea stated that she thought there would be no problem

with this.

**9. SURVEYS**

As stated previously Ron and Lesley had spent time in reception asking patients the surveys

in hand. Ron Wood had collated the information and gave his findings to the group and Andrea said

that they had found the findings most useful. It was agreed that members should perhaps just sit

in the reception area and talk to patients. That way we can both promote the group as well as

finding out if patients have any problem areas or suggestions.

**10. NEWSLETTER**

It was agreed that we should produce a newsletter four times a year. This would not only

promote ourselves but give patients information on various clinics etc. Andrea volunteered to

be the editor and this is greatly appreciated in view of the fact that she is so busy. She will

liaise with both Lesley and Ron about the content etc and it would only be one side of A4 as too

much reading may put people off reading it. Any suggestions for articles would be gratefully

received by Andrea so please get them flowing.

**11. ANY OTHER BUSINESS**

As there was no further business to discuss the meeting closed. Although it is stated in the

Constitution that the meetings are to be held on the first Tuesday of each alternate months, the

date of the next one to be held will be on Tuesday 2nd November 2014 at 12 noon. This is just a

reminder so that all members can attend.