

Patient Participation Group Meeting Minutes Tuesday 5th September 2017

Attendees: Paddy Cribb (PC), Desmond Finnigan (DF), Jill Corpes (JC), Judi Pollard (JP), Jackie Mallery (JM), Val Dillon (VD), Alan Dillon (AD)

Apologies: Diana Martin (DM), Christine Endacott-Palmer (CEP)

Introductions:

Action Items	Outcome	Who to Action
<p>1. Dr Chris Turner</p>	<p>Apologies from GP Partners not attending. Dr Turner explained he is the new GP Registrar. PPG asked about E-Consult & Dr Turner explained how as a GP the system works & confirms how well this is working.</p> <p>PPG would like to know how to register for this together with sight of registration form</p> <p>PPG asked if he had been given any ideas/suggestions from GP/Partners to bring to the meeting as previously discussed at last meeting (item 7) – but Dr C Turner confirmed he had not.</p>	<p>Sarah (SB)</p>
<p>2. National Patient Survey Outcome</p>	<p>This has been postponed to PPG's next meeting when Isata (IG) can comment, as on A/L today. PPG particularly would like to know Fairland's strengths & weaknesses....</p>	<p>IG</p>
<p>3. Our Patient Survey questionnaires</p>	<p>It was discussed previously that these questionnaires would be put out on reception counter in early August 2017 – but nothing visible today so PPG wondering whether this has this been actioned. PPG hope to attend the Saturday Flu clinics to hand out these questionnaires to patients whilst they wait for their flu jab – Sarah to inform PPG of the Surgery's 'booked' flu clinics & times...</p> <p>AD raised the question 'How best to get completed survey questionnaires back from patients'? It was decided that this needs to be discussed with Isata but suggested that for the first 2 flu clinics 'Our Patient Survey'</p>	<p>SB</p> <p>IG</p>

	questionnaires should be colour-coded so PPG can determine how many forms are returned	
4. Approval of the Minutes	Approved	
5. Matters Arising from the Minutes	<p><u>MJOG</u> – Dr C Turner confirms it seems to be working well – PPG would like Isata to give figures. <i>Desmond Finnigan suggested it might be better for MJOG text message be sent 2 days prior to appointment rather than the day before?</i></p> <p><u>GP/Partners</u> - Isata to update PPG to GP's response to request for future projects/ideas/suggestions as discussed in item 7 during last PPG meeting 27.6.17</p> <p><u>Bank Account</u> – AD confirms an account number has been allocated but account not yet open. PPG are unsure of who should be signatories & it has been decided they wait to agree on this until a new Chairperson has been appointed therefore can be included in PPG's decision</p> <p>PPG to liaise with Frank Clement-Lorford, previous Chair, to see if any monies are available from previous events that can be paid into the new PPG bank account?</p>	<p>IG</p> <p>IG</p> <p>PPG</p> <p>PC</p>
6. Response to Chairperson Vacancy & date of interviewing	<p>PPG have received 2 replies.</p> <p>One has not returned to Paddy Cribb the PPG's info sheet The 2nd candidate has returned the PPG questionnaire. Interviews will be conducted as soon as possible.</p> <p>Jackie Mallory is to cancel any further advertisements for the new chairperson</p> <p>Proposed date for Interviewing will either be Tuesday 3rd Oct @ 2:45pm or Thursday 5th October @ 2:30pm – date TBC</p>	<p>JM</p> <p>PPG</p>
7. Annual General	Suggested AGM date Mon 20 th November 17	

Meeting (AGM)	at 7:30pm as it is thought this might be a better time for people to attend. However this needs to be discussed with Isata as there are implications for security and locking up and also with cleaners working at the same time	IG
8. Healthwatch Surrey	This is to be discussed further in a PPG meeting in 2018	PPG
9. AOB	PPG would like to discuss with either a GP or Isata general practice changes & updates (current/future) Judi Pollard is unable to attend the next CCG meeting on 14 th Sept & asked if anyone else would like to attend – Valerie Dillon said she would hope to go (tbc)	IG VD

Programme of Events		
<u>Date & Time</u>	<u>Event</u>	<u>Venue</u>
Tuesday 3 rd @ 2:45pm or Thurs 5 th October @ 2:30pm (tbc)	Chairperson Interviews	Fairlands Medical Centre (FMC)
Tuesday 24 th October @ 2:45pm	PPG Meeting	FMC
Thursday 20 th November @ 7:30pm (tbc)	AGM	FMC