

## Patient Participation Group Meeting held at The Stag Medical Centre

13<sup>th</sup> December 2012

### Minutes of the Meeting

#### **Present:**

Chris Thompson (Practice Manager)  
Tracy Ingram  
Jenny Drew (Chair)  
Tony Drew  
Elaine Laurie (Secretary)  
Kath Perry (Vice Chair)  
Peter Appleby  
Iris Wilde  
Gill Stokes

#### **Apologies:**

Eileen Brooks (Publicity)  
Pippa Harder  
Jackie Houghton  
Heather Hind  
Christine Pigg  
Margaret Law

#### **1.0 Welcome and introduction**

1.1 Jenny welcomed group members and apologies were noted.

#### **2.0 Group Business**

2.1 The minutes of the last meeting held Thursday 22<sup>nd</sup> November 2012 were accepted and approved by all.

2.2 Matters arising

It was noted that Christine Pigg was in attendance at the 22<sup>nd</sup> November meeting.

#### **3.0 Second GP Practice Survey**

3.1 Helen Wyatt from NHS Rotherham has put the survey on the hand held computers and they were made available at the meeting ready for volunteers to collect.

3.2 Jenny had previously informed the PPG members and a schedule for members to collect survey responses at each surgery has been sent to all PPG members including the Virtual PPG members..

3.3 Chris said A5 paper could be arranged for comments from patients collected in the surgeries. Tony agreed to send a form of words for the heading as well as the text for the JX Board.

- 3.4 Everyone in attendance who was willing to volunteer to collect the survey responses using the hand held computers completed the schedule.
- 3.5 Tony demonstrated how to open, perform and close the survey on the computers.
- 3.6 Elaine Laurie and Kath Perry took a computer each and were reassured that if there was anything they needed help with they were to contact Tony Drew who would advise.
- 3.7 The possibility of issuing paper copies of the survey was discussed. It was at first considered not to be an issue: But after further discussion it was considered useful. A few copies would be made (number to be agreed with Chris) and the survey collectors would be asked not to issue them unless they were requested.

#### **4.0 Care Quality Commission issues- Chris Thompson**

- 4.1 The Practice is now CQC Registered.

#### **5.0 Website Development - Tony Drew**

- 5.1 Work is still in progress to re-vamp the home page with links to the key areas of the web site.

#### **6.0 News from Practice.**

- 6.1 There will be a new GP Registrar starting to work with the Practice in February 2013 and a Foundation Stage 2 (F2) doctor is working in the Practice for 3 months as of December 2012.

#### **7.0 Any other business:**

- 7.1 Jenny asked Chris to pass on her thanks to the handyman who has placed the PPG banners in both surgeries. Chris has confirmed that PPG notice boards for each surgery had been requested.
- 7.2 Gill Stokes requested that we revisit how we could make the waiting rooms in each surgery more welcoming. Suggestions included plants, TV, pictures and music. Chris explained that music and digital TV broadcasting required licenses. Live plants were excluded due to health and safety and it was deemed less likely for the Practice to spend money on artificial ones in this current economic climate. The request for a picture rail to hand picture was agreed and Chris would ask the handyman to look at these options in both surgeries. This would be put on the agenda for February 2013.
- 7.3 Jenny reported there had been requests for raised arm chairs to be put in the consulting rooms like those that are in the waiting rooms. She suggested we explore the use of chair raisers such as those that are issued to people who have undergone hip surgery instead of purchasing new chairs. It would require chairs with arms on to be used for

this purpose. Chris and Tracy seemed to think this was not a problem. Jenny agreed to contact the Occupational Therapy Department to investigate this possibility.

**The next meeting will be the Annual General Meeting (AGM) on Thursday 10th January 2013 at 6pm.**

**Please note we will be meeting will be held in the downstairs waiting room. May I please request that as many people attend this meeting as possible as we will be electing officers for 2013. If anyone would like to put their name forward for the following positions please let Jenny Drew know prior to the meeting:**

**Chair  
Vice-chair  
Secretary**

**Jenny can be contacted at : [ppg.stagmedical@gmail.com](mailto:ppg.stagmedical@gmail.com) or leave a message at either of the surgeries: Stag Medical Centre 01709 364990, Rose Court Surgery 01709 541982**

**Season's Greetings to you all.**