

Minutes of the 9th Patient Participation Group (PPG) meeting – Thursday 22nd October 2015 at 6pm.

Attendees:

Mr Yorick O’Nyons (YO)
Mr Mike Burden (MB)
Dr Clive Buxton (CB)
Mrs Viv Lavan (VL)
Mrs Susan Hughes (SH)
Mr Frank Eva (FE)
Dr David Miller (DM)

Apologies:

Mrs Glyn Hoyle (GH)
Mrs C Savage (CS)
Ms Megan Betts (MB1)

1. The minutes of the 23rd July 2015 meeting were agreed
2. Resignation of Ms Mary Bradley – YO informed the PPG that Mary had resigned. As far as he was aware Mary had no issues with the PPG but merely felt she had done her time and had other projects to focus on. All members expressed their gratitude to Mary for the work she had done. YO has already sent a thank you e-mail but the group asked him to write a gratitude letter from the PPG.
3. Matters arising.

SH requested that Nurse appointments should be bookable at least 2 months in advance. She had a recent case where the Nurse was unable to do that. **YO agreed to look into it.**

CB raised a concern over the tone of the Diabetic invite letter that he had received. He thought it could be perceived as threatening and might put patients off. YO explained the recall system and the need to get patients to attend review appointments for safe prescribing. **CB agreed to review the letter and see if it could be improved. YO will then send it out to a few patients to test it.**

4. Student Nurse project. Unfortunately MB1 was on nights and so could not make the PPG. However she had produced a fantastic advert for the TR11 magazine. YO has also put this poster up in the waiting room and in the Draceana Centre.
5. Patient Surveys. VL gave a good brief on the findings from the Friends and Family Test (FFT). Generally outstanding results but with the odd negative comment. The group agreed that it was important to look at these however as they are anonymous it is often difficult to act upon them. Much greater

response this month because VL has been in the Saturday flu clinic and we are getting a lot of feedback from Mylor. The group thanked VL for her work.

6. Health Watch Survey – YO gave the group a brief on the request by Health Watch to conduct a survey of our patients. The survey was going to focus on availability and the group saw their proposed questionnaire. All thought it an excellent idea. **VL and MB offered to join YO when Health watch came in to agree format.**

The PPG were also keen that Mylor be surveyed as well.

Post Meeting Note: Health watch will commence on the 2nd December and are happy to include Mylor.

7. Mylor Surgery. Lots of positive feedback on the new Wednesday opening times. However FFT is flawed, therefore the Health watch survey should give us some more scientific data.
8. Loneliness - Ongoing PPG project, discussed at the Carrick PPG chairs meeting. Discussion over producing a directory of services. YO explained that Age UK and the Living Well project are currently producing one.

Current Balance:

GH e-mailed to state the balance in the bank account is £853.44

Date of Next Meeting

January 2016. YO to confirm