

**PATIENT PARTICIPATION GROUP**

**Meeting held 26th April 2016**

**1. Patients Present.**

**David Stagg, Sam Rasib, Geoff Hackett, Susan Andrews, Sarah Giles, Betty Chapman, Janice Lloyd,**

**Margaret Price, Laura Cadman.**

**1a. Apologies.**

**Patrick Pincombe, Pamela Burlingham, Lilian Hyde,**

**Barbera Cooper.**

**1b. Member changes.**

**Lilian is stepping back for a while due to personal circumstances, but will remain as a virtual member.**

**2. Minutes of previous meeting held 16th Feb 2016.**

**Minutes read by David and passed.**

**3.Matters arising**

**Concern with regards to disabled parking may change. It was suggested a petition may be an idea to state peoples disagreement to it. David will search the County Council web site to see if any information is shown.**

**4. Managers report.**

**Sam reported that the phone system was a lot better and there had been less complaints.**

**Sam would like to introduce health session i.e. awareness of diabetes dementia Simple first aid stroke depression etc. Questionnaires were sent to 37 virtual member (three questions asked) no replies were received.**

**A new member of Staff has started Lucy is a new receptionist.**

**5. Survey and Actions.**

**1.How happy with receptionists. 49% very happy 33% happy 13% satisfied 2% dissatisfied 3% no response. No action required.**

**2.How happy with GP. 31% very happy 39% happy 21% satisfied 5% dissatisfied 4% no response.**

**No action required.**

**3.Problems getting through to Surgery. 48% yes 50% no 2% no response.**

**To be included in Action Plan.**

**4.Understand why taking medication. 89% yes 4% no 7% no response.**

**Practice to review this on medications review.**

**5.Happy with appointment system.64% yes 33% no 3% no response.**

**To be included in action plan.**

**6.Understand ordering prescriptions electronically.**

**64% yes 33% no 3% no response.**

**To be included in Action Plan.**

**7.Agree with personal information being shared with NHS. 86% yes 13% no 1% no response.**

**To be included in Action Plan.**

**8.Awareness how to make complaints. 58% yes 41% no 1% no response.**

**To be included in Action Plan.**

**9.Aware of services surgery offers. 53% yes 36% no 11% no response.**

**To be included in Action Plan.**

**12.Enough time with GP\Nurse. 79% yes 15% no 6% no response.**

**No Action.**

**13. Awareness of PRG. 54% yes 43% no 3% no response**

**Item to be included in Action Plan.**

**14.Would consider joining PRG. 78% no 14% yes 8% no response.**

**Continue to be encouraged.**

**15.Coninue being a Virtual Member.81% no 11% yes 8% no response.**

**6, Health Projects- Deferred to next meeting.**

**7.Anything to report. - No reports**

**8.Chairmans report.**

**David has said he will stay as Chairman till March 2017.**

**9. Nominations of Vacancies.**

**Janice Lloyd has agreed to take on Vice Chair till December 2016, and Sarah Giles has agreed to take on Virtual Group Secretary.**

**10. Any other business.**

**It was suggested that a surgery magazine be started up again. A informal meeting will be held on Tuesday 14th June to discuss what can go forward for publishing.**

**Date and time next meeting.**

**Tuesday 26th July 2016 at 1.00pm.**