

**Minutes of Patient Participation Group**

**Held on Wednesday 20 July 2011**

**at 6pm**

**In**

**The Conference Room**

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**Present**

Dr Fordham (Chair)  
Nina Cartwright (Minutes)  
5 patients attended the meeting.

Julie Rutter (Practice Manager)  
Sue Pogson – PCT

**Apologies**

Nil.

**Minutes of the Previous Meeting**

Nil as this was our first meeting.

**Matters Arising**

Nil as this was our first meeting.

**Introduction**

Attendees introduced themselves and the capacity in which they have attended.

**What is PPG?**

Dr Fordham gave a brief introduction as to what the PPG is and explained that this first meeting is to establish the new PPG here at the practice. A slide show also demonstrated the reasons for a PPG. A handout was also provided.

## The Role of PPG's

Sue Pogson gave a brief outline of the PCT's responsibility to GP's. Sue is working with GP's to ensure they have a structure to engage with patients or the public. The priority is providing education on the health service to enable one to have informed ideas and promote the PPG in the community. Adrian explained his previous participation with other health care providers. Sue said that it would be of benefit if groups from different GP's got together. The PCT is currently trying to get reps together. Julie Rutter commented that perhaps the PPG could get information/presentations on specific illnesses to educate patients/PPG attendees.

## Engagement

Joan Bramley said that the notices should be bigger or perhaps a piece of paper with the PPG details on to be given to patients when they come to appointments. Sue Pogson said that perhaps information could go on repeat scripts. Joan commented that she thought the PPG would be about informing patients of any new services. Julie Rutter advised that there is a newsletter also. Joan suggested that perhaps the time of the PPG meeting could be staggered in order to allow various patients to attend with different commitments ie shift work/childcare issues. A brief discussion of how the practice can encourage more patients to join the PPG took place.

Julie informed attendees that the surgery is now a training practice and outlined what this entailed. Adrian explained his involvement in other groups and said he would be happy to network. Lisa Tulip asked if we would want any of the Cedar Lodge/Elmwood residents to attend. Lisa commented that some residents are able to make informed choices and would perhaps enjoy being part of the PPG. In terms of the PPG, Dr Fordham agreed that it would be useful to have a representative from Cedar Lodge/Elmwood attend the PPG's (either resident or staff member). Lisa commented that one of the choices residents often make is whom they see at the surgery. Joan agreed that it is helpful to see the same practitioner for continuity purposes but understands that this can be an unrealistic expectation. Dr Fordham commented that perhaps this issue could be discussed at the PPG meetings. Julie commented that it would be good to get young people involved also but it may be difficult. Adrian suggested getting interest via facebook/twitter. It was agreed that we would get the PPG up and running before advertising via Facebook/twitter.

Sue Pogson commented that for the now the important thing is to have a focused work plan on how we can promote/advertise the PPG. Adrian suggested the texting service. Scripts were also mentioned again. Dr Fordham suggested a designated area in both waiting rooms dedicated to the advertising of the PPG. Adrian suggested a comments board. Dr Fordham also suggested advertising the Parish Magazine. Julie commented that she was not sure how much of the area the magazine was distributed to. Stella Pitchford suggested advertising in Chesterfield First. Sue also suggested educating reception staff on the value of PPG so they can take feedback or signpost patients to the PPG or suggestions box.

### Brimington Clinic Podiatry Services

Discussions to close the service are taking place and the possibility of asking patients to go to Wheatbridge or Lime Avenue Clinic could be implemented. A survey was carried out which said that patients would be prepared to travel to an alternative place. Stella commented that the waiting list at Brimington Clinic was far too long anyway. Lisa and Jean both agreed with this comment. Stella asked if any referrals could come directly to the surgery. Dr Fordham said it is something which we could perhaps think about but doubts the surgery has the capacity to cater for such a large number of referrals. Jean commented that it would only be for patients who are registered here at the surgery.

### GP Patient Survey

Julie informed attendees what the GP patient survey is. Dr Fordham suggested that we will use our own survey to get view from patients also.

### Any Other Business

Dr Fordham asked for the best day/time to hold PPG meetings and that there is scope to vary the days/times. Lisa commented that Cedar Lodge/Elmwood residents do activities during the day time and would not want to miss them so an evening would be best. She also commented that they would complete a survey if there were symbols incorporated in it.

Julie Rutter asked if we should invite the Wheatbridge PPG Chair to get his views/ideas but it was agreed to get our own PPG up and running first. A brief discussion took place as to what services are held at Wheatbridge.

Dr Fordham closed the meeting and thanked everybody for attending.

Date of Next Meeting : Wednesday 24 August 6pm