

PPG MEETING 1ST NOVEMBER 2011

PRESENT: Pat Lunn, Shaun Snow, Judith Clay, Gill Roberts, Sandra Watkiss, Debbie Clifford, Laura Bacon, Nick Derbyshire

APOLOGIES: Wendy Riley, John Riley, Billie Reeves, Christine Crowther

MINUTES OF LAST MEETING: Accepted

INTRODUCTIONS: Chair welcomed two new members Debbie Clifford and Laura Bacon to the group and gave a brief summary of the PPG, its role and objectives.

MATTERS ARISING:

Flu Clinics: Twelve hundred vaccinations given in October, Five to six hundred patients still to be vaccinated. Over 65 years tend to book for appointment without being chased. For those under 65 with health complications there is a 50-60% response. Non responders in this group are pursued as last year's statistics show more deaths in under 65 age group.

Darley Birth Centre: Scrutiny Group from Derbyshire County Council held public meeting recently but very poorly advertised. Question asked if Darley closes what would happen to ante and post natal classes. Nick informed group that GPs have asked that midwife representation is increased, possibly through GP surgeries.

FEEDBACK FROM OPEN DAY

Lots of stalls providing information and handouts on local resources. Good representation of PPG members. Group felt there was a good buzz and very unfortunate small number of visitors as those who did attend had been very positive. Costings £30 for hire of room and approx £12 for tea/coffee used. All involved felt it had been a useful exercise with exhibitors, plus some of those groups unable to take part on this occasion, keen to participate in future events. Group agreed to consider repeating the open day, possibly in a year's time, using the Town Hall again but beginning an hour earlier. Chair suggested invitations be sent out to schools, nurseries, PTA committees etc.

NEW WEBSITE

Nick asked for feedback. Design service very good with changes being implemented within a couple of hours.

Template address www.1stdoc.co.uk/BakwellSurgery4/index.html.

Nick felt the image sharper and cleaner. Site visitors can be monitored and it was intended that short questionnaires, as per David Walkers' suggestions, be included.

Newsletter will be displayed and photos of surgery staff and PPG members in due course. Minutes of PPG meetings to go on website.

We will always welcome suggestions for improving/additional information.

PATIENT QUESTIONNAIRE

Nick circulated a draft questionnaire for members' suggestions which need to be determined and circulated as matter of priority. The Patient Participation Enhanced Service requires that the questionnaire be devised using the priorities identified by the PPG. Discussion around best way to elicit greatest response. Agreed it should be targeted at those patients who have recently had surgery contact therefore Group agreed they would be happy to spend some time in reception encouraging patients to complete. GPs had felt it was too long and required editing. Suggestions that it be broken down into areas such as Access, Contact with Health Professional and Service Delivery. Nick asked members to take away and let him have observations.

Post meeting note

Lots of useful feedback received on this-majority suggesting we should split it and keep it simple so not all suggestions can be incorporated.

This will be the first of a series of questionnaires and future ones will also be able to go on the website via a module to be added to that.

DATE OF NEXT MEETING: 7TH FEBRUARY 2012 AT 6.30PM