Patient Participation Group Meeting

Minutes of Meeting held on:

Friday 21st September 2018

Present: Sarah Armitage (SA) Practice Manager

Joan Frost (JF) Patient Representative

Dr E Duncan (ED) GP

Melissa Slocombe Patient Representative

Zoe White Patient Representative

Apologies: Nadine Morritt Patient Representative

John Swift (JS) Patient Representative

David Aveling Patient Representative

Kelly Fisher Patient Representative

Minutes

1. Welcome to our new members
2. Previous Minutes agreed.
3. Structure and annual plan for the group. Discussion around how we would like to work together on new projects. Asked group to email ideas for next meeting to formulate a plan for the year.

Some ideas from the group included:

Staff photo board – To inform patients who the members of our team are

Improved suggestion with a notice board

Working together on the next health and wellbeing event

Working together on local services information (groups, activities etc)

1. CQC – Final report had now been received which gave the surgery a good rating. <https://www.cqc.org.uk/provider/1-199713263>
2. Feedback from the Wellbeing Event in November 2018

**NDPP**

“The event was really good, it was great to get speaking to people and was a good networking opportunity for information on the other services in the Rotherham area. The community centre itself was really nice, and the layout was really inviting, with everyone’s information displayed really clearly. Sarah was very welcoming and helpful too.   
  
The only thing that would benefit more for us in particular, and this isn't meant to be a criticism, as I'm sure it was widely advertised, and with it being a weekend it is difficult to get attendance sometimes; but with us relying on GP referrals, it would have been good for more GP's to attend from around the area, so that we could give detail about our service.

**0-19 Service**

Thanks for having us on Saturday. We would definitely attend again, however it would be of more benefit to us if we could try and attract the 0-19 age group. It was extremely beneficial in terms of speaking to other professionals about what our service can offer and us learning what other services can offer. Please let me know if you are planning to hold any further events and I will try and promote it from our end too.

**Carers Team**

First of all, thank you for inviting us. It was lovely to see a GP surgery really reaching out to the wider community and putting on an event that was about health and wellbeing too.  I thought and observed that there was a really good mix of services, with representation from statutory and third sector organisations/groups, where those holding the stalls were directly involved in that service or group, so could give first-hand accounts to visitors about the benefits and what’s entailed in each offering.

For some people getting out of the house to find out what’s available for them to access in Rotherham can be difficult, so by having an event like this, you’re brining the information to them, which can only be good.  It was lovely as well, that the whole event was hosted by those from a knowledgeable background.

I believe we made 14 extra contacts on the day, with one being a request for more information on becoming a volunteer, so we found the event fruitful.

PPG (Helen Wyatt)

The doors in the surgery bang loudly – could they have dampeners/closers fitted?

A new and bigger surgery is needed

There should be a comments or suggestion box – or it should be more visible

The surgery isn’t big enough

The attitude /manner of the receptionist is an issue  - people might be more willing to give more or better information if asked in different ways – could the reception staff have a script to work to – patients could help agree this

6. Retirement from the PPG – Joan has decided it was time to step down from the PPG now we have 3 new members. Joan was thanked for all her time and effort she had put into attending meeting and her efforts at the Health and wellbeing event.

Next Meeting TBC