

Minutes of a meeting of the PPG

Held at Symonds Green Health Ctr

Held on 10.3.2015 (Tuesday)

Time 7pm

Present: Pat Downie
Phyllis Hamilton
Leo Savino
Ruth Green
Bill Downie
Fiona Lucas
Geraldine Elliott
Alison Clarke
Dr Shazeb

Apologies P Meddes
Brian Watkins
Olunole Amoye
John Lloyd

1 .Previous Minutes were read and approved.

2. Discussed the day of the meeting and decided that Thursday would be better for the group in future.

3. Patient questionnaire questions and feedback discussed:

Questions:

1. Are you aware that Dr Shazeb is our new gp at the Surgery?
No =12 Yes =38
2. Were you aware that we can help patients that are carers to register with Carers in Herts who will provide support?
No = 24 Yes = 26
3. Did you know we have a notice board for carers.
No = 17 Yes = 33
4. Were you aware that you do not always need to attend A&E for minor injuries but can call our surgery for one of our daily appointments with a dr or Nurse?
No = 9 Y = 41

The PPG felt this was a good response plus the fact that the Practice has a female and a male Dr.

Continue to promote Carers information

Good response from the patients recognising that the surgery is the first port of call before A&E.

4.FFT - Friends and Family Questionnaire– January figures 65 extremely likely to recommend the surgery, 15 likely to recommend us, only 1 was unlikely and 1 had not decided. February - figures – well there was only one completed which was ‘extremely likely’ so we will ask the Clinicians to make sure more are filled in from now on as it is a monthly collection.

5.Patient Participation Reporting Template

This was thoroughly gone through and read for approval. Work that had taken place in the year was reviewing the FFT, and questionnaire above. Also acknowledging further the ongoing work to promote the PPG, along with advertising the Carers activity and the fact that the new GP – Dr Shazeb has fully settled in and what she can do and that it is nice to have a female and a male GP. We have managed to sign up a couple of new members for the next meeting – Pat has their details and will contact them.

6.Complaints –

There were no complaints to report.

7.Stevenage PPG Forum

Pat is willing to attend the Stevenage PPG Forum, (she attended once before but has not been contacted since) and this will be addressed so she can attend and report back to our own PPG on any relevant issues – she will notify all of our PPG members - if they would like to attend with her.

8. Age UK

Discussed – they can no longer continue to attend the surgery and advise patients on site here as there is no funding anymore. Pat has been unable to make contact with them to take this further but will keep trying.

**Next Meeting is Thursday June 4th 7pm please put this in your diary
Thank you**