

**Patient Participation Group  
Minutes of Meeting  
23<sup>rd</sup> November 2016.  
Tuxford Surgery**

**Meeting Opened: 6.30 p.m.**

**Present:**

Oliver Lord (Practice Manager)  
Kath Hobart  
Rosalyn Barnes  
Brian Fretwell  
Vicky Charles (NH)  
Dr Catherine Harrison  
Dr Chris Shearstone-Walker

Apologies for absence:

Graham Nicholls (Chairman)  
Joan Moorhouse (Vice)  
Julie Tasker  
Cath Connolly  
Ann Wightwick  
Dr Neil Harris

There had been a message from JM regarding ideas from other PPG but this will be discussed at the next meeting.

**1. Future Meeting Dates**

The group were pleased to see a list of future dates for PPG meetings and that the alternate days was a good idea enabling different doctors able to attend.

**2. Widening the reach**

- a. There had been a suggestion box in the waiting area but it was found hardly ever to be used except for a couple of complaints.
- b. Many of the patients the group is trying to attract do not use or have the internet, being the older generation.
- c. Hardly any emails had been received by the PPG email.
- d. Social media was discussed and the suggestion of a facebook page, which possibly the younger generation may use. It can be a closed group which would enable it to be moderated.
- e. The newsletter to be sent out on email to those patients that have email.

**3. Future Direction of the Patient Group**

- a. A discussion about joining the National Association of Patient Participation (NAPP) took place. The charge is £60 for the first year and £40.00 successive years.

**4. Premises Improvement Plans**

- a. OL gave a brief talk about some of the improvements they are hoping to make to the practice building.
- b. A bid had gone into NHS England for at least 2/3 of the cost and the remainder to be covered by the Practice itself.
- c. The build is expected to include a new utility clean room, new consulting rooms, expanding the pharmacy and changing the reception.
- d. The work to start and finish in 2017.

**5. Any Other business**

- a. The text messaging idea, of advising patients to check for their test results, was not possible at the moment as the software was not able to decipher between borderline and good results. This maybe update in the near future.
- b. A missed opportunity during the flu jab sessions for the PPG members to meet the public and promote what is going on. This to be put forward for next year.
- c. Dr CH asked about the 24/48 hour notice to patients who require transport from Dial a Trip, this was explained that as they were low on volunteer drivers, the time was often needed to find a driver, but it doesn't mean we cannot do it. CH asked if they were unable to get to the appointment the following day, would it help if the patient rang back and booked for the following day, this would help a great deal.

**Meeting finished at 7.45 next meeting Tuesday 24<sup>th</sup> January 2017 6.30 pm**

Don't forget any other suggestion for the Newsletter to [morgan.davies@nhs.net](mailto:morgan.davies@nhs.net)