Patient Participation Group meeting – Neetside Surgery, Bude

Monday 11 March 2013

Present – Jonathan McConnell Chair, Amanda Baker, Arley Bushill Secretary, Sue Lamble, Mike Wreford, John Goacher, Mike Dowling GP & Melanie Chenoweth Practice Manager

Meeting commenced at 6.10pm

Following his email to the PPG this morning, after a group discussion, Mr Bushill has decided that he no-longer wants to be a part of the group and left the meeting at approximately 6.50pm.

1. Sue Lamble has agreed to be the PPG secretary – thank you Sue.
2. Discussion of the practice survey. On the whole it is a good survey. It is a different layout from the previous years, and Mike is not keen on it because the feedback is as a practice and not as individual clinicans. Individual surveys are good for each GP and are discussed further at their appraisals each year.
3. New Trainee/Registrar has now started at the surgery, her name is Dr Feisa Radford and will be here until July/August. Dr Dowling has previously been a trainer and is very excited about starting again, he feels it is very good for the practice and the patients and the practice has to up-to-date and forward thinking.
4. We also have Dr Chris Lucas who is a salaried GP and is here to help out because we are looking after the patients in Stratton Hospital. We do a ward round Monday – Friday. Chris also helps us out in the surgery as well.
5. The PPG want to be able to advertise, is this allowed? Melanie is still waiting to hear from the PCT if this ok to do. We also wondered if we could have an open day at the surgery again with a guest?! PPG keen for this to happen, Mike has approached the celebrity, now we have to wait and see if he can fit us into his busy schedule sometime over the summer. We would like to be able to let the patients know that we are now a training practice and that we have a PPG.
6. Noticeboard – we should use the noticeboard to feedback to the patients about our achievements as a practice and as a patient participation group, ie thanks for completing the patient survey the results are …………. Also the group suggested a path at the front – we have now done this etc etc.
7. What do we want from our PPG? Mike says that we would like “feedback”, what other services can we offer here, what would patients like to see??
8. Other practices have a virtual PPG – could we make use of something like this? Could we use this as an extension of the group we already have? We could use the surgery website list of registered users and ask them to see if they would be interested? The virtual group would be an extension of the original group. We need younger patients, teenagers and early 20s to help spread out our age demographics and to help give their views for the age group, would younger patients be more interested in being a virtual member instead of having to physically attend a meeting here at the surgery? Melanie given a couple of names of people who are involved with young people at the 6th Form etc. Melanie to contact them and see if one of them would come along to the next PPG meeting to discuss how we can deal with this.
9. Melanie informed the group that she had been contacted by a dementia care support worker and Melanie wondered if we would like her to do anything to help our patients in this area. We do have a memory café on Fridays at the Parkhouse Centre and at Neetside Community Centre there is Age concern cognitive therapy service in operation. This worker didn’t seem to know about any of these organisations, so Melanie will feed back to her. What we really need in this area is an actual Dementia Specialist Nurse
10. Mike Wreford needs help setting up an email address, Sue or Melanie can help with this.
11. AGM – it was unanimously felt that we would put off the AGM until next year.

Meeting finished at 7.30pm