**PPG Meeting Tuesday 27th January 2015**

**Minutes**

**Present**

Beverley Arthur – Chair

Bob Blease

Jane MacDonald

Caroline New

Chris Hoar

Susan Ward

Lorraine Halsey

Laura Greenhowe

Julie Smith

Jenny Dewhurst

Tony Phillips

June Thomson

Julie Smith

Dr Bidisha Buckham

Caroline Challis

**Apologies**

Andy Cross

Louise Holyer

Judith Redman

The meeting was held at Lockswood Surgery

* **Minutes of last meeting and matters arising**
* **Current Survey –** The survey went out to the virtual group and patients coming into surgery. It looked at two areas, the triage system and customer care. The results were encouraging and suggest that the triage system is working and the staff are providing good customer care. The results and percentages will be published separately. The results will be published accordingly.
* **PPG Noticeboard –** It has been noted that the noticeboard is getting smaller! More space will be made to accommodate it in full. Ideas are needed on what topics should be covered. Ideas from the meeting included DNA’s, “What is triage for?” and Friends & Family. The PPG members will contact Beverley with ideas.
* **Report from the last Fareham Locality Meeting –** Beverley reported on the last meeting. One of the things it discussed was how funding within the NHS works. It got the PPG discussing how much things actually cost within the NHS and how to make the public aware. For a more in depth report, Beverley will be able to supply this if required.
* **Involvement in the PPG -** An idea discussed was to have a television in reception which could be used to provide information about the PPG, funding within the NHS, Triage etc. June is going to look into this. Other suggestions were to advertise the PPG in the library, Everett’s pharmacy, Waitrose and Costa. PPG members will liaise with Beverley with regard to advertising and arranging it accordingly.
* **Action Plan 2014/15 –** Has the results of the last survey had an impact on the patients? This takes care of the appointments system included in the action plan. The other two will be Seldom heard groups which could be covered with more widespread advertising and Customer Care which again has been covered by the last survey.
* **AOB –** Can the chairs outside the patient and disabled toilets be removed to allow better access for wheelchairs and pushchairs?
* **Used Drugs –** There is a charity that will take medicine in complete strips (and in the manufacturer’s box). Inter Care, based in Leicester puts it to good use in different African countries. Places can choose to be a collection point for the scheme and maybe it would be worth speaking to Everett’s about possibly becoming a collection point
* **Water Dispenser –** Can one be available in reception?