**PPG Meeting Thursday 21st January 2016**

**Minutes**

**Present**

Beverley Arthur – Chair

Julie Smith APM

June Thomson

Dr Adrian Cole

Kathryn McClurg

Laura Greenhowe

Julie Smith

Lorraine Halsey

Caroline New

Valarie James –Bailey

David James-Bailey

Judith Redman

Norman Pasley

Tony Phillips

**Apologies**

Andy Cross

Susan Ward

Cheryl Coote

Jane MacDonald

Louise Holyer

Jennifer Dewhurst

Caroline Challis

The meeting was held at Lockswood Surgery

**Minutes of last meeting and matters arising**

Update on last practice survey – Based around Customer Care which took place in October 2015. The overall impression was of a positive nature. It was felt that the reception teams were moderately eager, quite quick at dealing with problems, quite knowledgeable, extremely clear in providing information. Overall 49% gave top answers in the survey.

The questions asked were:-

* **How eager to help were the reception team?**
* **Was your problem solved or answered quickly, slowly or neither?**
* **How knowledgeable did the team seem?**
* **How clear was the information provided?**
* **How many of your questions/problems did the team deal with?**
* **Was your experience with customer service better than expected?**
* **Are you satisfied with the service received?**

The group decided to not progress further with the customer care survey so soon after October and it had not flagged up any major issues. After some discussion it was decided that the next survey will cover the prescription service and EPS. A questionnaire will be generated and will send out to the PPG for approval.

**Assisting with Practice Surveys in the waiting room** – Beverley asked if there were any volunteers in the group who would like to assist with the next survey. Anyone who would like to assist please contact Beverley, she will co-ordinate dates etc.

**Up dates – working groups**

**DNA’s,** Beverley will contact other practice’s to find out what their DNA rate is per month so we can compare with Lockswood.

**Noticeboard,** It was noticed that the PPG practice noticeboard had not been updated recently. This is usually done by Susan Ward. Beverley will check if Susan is still happy to carry on with this.

**PPG Newsletter** –. Beverley has been putting together a newsletter – the first one has been out for a few months. She aims to produce a new one every quarter and will focus on a different person/department each time. The last newsletter focused on the pharmacist at Everetts in Locks Heath Centre.

June will add this to the practice website and add an article to the practice newsletter about EPS service (Electric Prescription Service)

**Carer’s Group** - Julie Smith (PPG) is still looking into setting up a Carers group locally. She will need help with finding a suitable meeting place and running the group. Laura Greenhowe has offered to help with this. Julie needs to study the logistics of setting up the group. Where will notices go? (The practice is happy to advertise in-house). Where will the meetings be held? Check with places like the Genesis Centre or the library. The group could be generalised and not specifically for one condition. Check out the “Highlands Hub”.

**Report from Fareham Locality Group Meeting –** Beverley summarised what each practice had been doing. For a more detailed account, please contact Beverley for a full copy of her notes.

**Action Plan 2016/17 –**

1. Prescribing Survey
2. Dementia friendly practice
3. Carer’s self-help group.

**AOB – Front door – main entrance** is squeaking – Handyman to take a look.

**Electric Doors** – The practice has looked into having these doors installed - and have had several quotes, this is ongoing we do have an issue with the placement of the doors because of the existing entrance opens straight into the main waiting room.

The PPG are happy for Julie to share email addresses with everyone in the group so they can contact each other.