

# St Johns Wood Medical Practice

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## **Patient Participation Group** **Minutes of Meeting on 17.07.2012**

### **Attended By:**

Joyce Green (JG); Sue Nicholson (SN); Mrs Valerie Gaynor (VG); Miss Wendy Moor (WM);  
Dr Malcolm Godfrey (MG) ; Mrs Judy Thomas (JT); Mr Richard Selby (RS);  
Ms Jacky Erweteman (JE); Mrs Suzanne Burchell (SB)

### **Apologies From:**

Mrs Jean Hathorn (JH)

### **Welcome:**

- JG opened the meeting by welcoming one.
- Minutes of the 24<sup>th</sup> April were approved.

### **Patient Questionnaire:**

- The sub groups have not worked, so JG compiled 5 questions to be added to the Practice questionnaire in Sept / Oct 12. Members present agreed the questions; SN will now take them to the Partners & staff and ask for their comments. If approved, SN will forward the questions to Sharon to put them in a questionnaire format for approval from the members. Suggestion is that when printed, the PPG questionnaire is in colour.

- Agreed to investigate having a tear off slip on the questionnaire asking patients if they would be interested to join the PPG – Sharon will add this to the questionnaire for members to have a look at
- The PPG members will work in the Reception area handing out the questionnaires & talking to patients about the group
- The questionnaire could be added to the website & given to the chemists to hand out with prescriptions. Housebound patients will be sent a questionnaire by post as in previous years
- The PPG will analyse their own questionnaire

### **Open Evening:**

- The date will possibly be Wednesday 17<sup>th</sup> October
- JG handed out a draft agenda for the evening which was agreed by all members present
- JT agreed to assist in the coordination of the event
- There will be refreshments & SN will arrange for as many GPs to attend as possible plus members of staff
- The evening will be advertised via posters; website; patient questionnaire

### **A.O.B:**

- Part of the Terms of Reference is that members of the PPG must have a commitment to attend meetings. On the whole, the number attending is quite small and usually the same people. A letter will be written asking members to confirm that they still wish to be part of the group. SN will no longer send out minutes etc to members who do not attend regularly. The minutes etc can be accessed on the Practice website. Point raised by WM
- Dr Godfrey asked if a patient dials 111, can they still see a GP – yes they can. Also do A&E have access to patient GP records – no, they don't.
- Telephone system – it would appear that the patient isn't told their place in the queue. Issue raised by Dr Godfrey, SN to investigate
- At the last meeting the request was made that staff wear name badges or there are photographs of staff in the Reception area with their role identified. Staff will not wear name badges, but SN will organize photographs
- Discussion was had around carers in the Practice & how to identify them. SN explained that this question is asked when patients register so that it can be recorded & the Practice finds out opportunistically through the patients

### **Actions and Next Steps:**

- The date of the next meeting will be Tuesday 2nd October at 2:15pm.
- All members will be sent, ideally by email: Copies of the minutes; a proposed agenda for the next meeting.

- When the minutes are approved they will be published in the Practice newsletter and on the Practice website.
- SN will set in motion the PPG questionnaire; JG will liaise with PPG members to help with the distribution of the questionnaire
- Open evening planned for the 17<sup>th</sup> October and will be further discussed and organized at the next meeting