

St Johns Wood Medical Practice

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Patient Participation Group **Minutes of Meeting on 02.10.2012**

Attended By:

Joyce Green (JG); Sue Nicholson (SN); Mrs Valerie Gaynor (VG); Mrs Jean Hathorn (JH)
Dr Malcolm Godfrey (MG) ; Mrs Judy Thomas (JT);Mr. Stanley Broderick (SB)
Ms Jacky Erwtaman (JE).

Apologies From:

Mr Richard Selby (RS); Miss Farida Hashem (FH); Mr Michael Salmon (MS); Mrs Jill Salmon (JS); Ms Laura Nymark (LN); Mrs. Sharon Ryan (SR).

Welcome:

- JG opened the meeting by welcoming everyone.
- Minutes of the 17th July 2012 were approved.

Patient Questionnaire:

- Questionnaire is now finalized and will be given out to patients from the 3rd of October.
- The PPG questionnaire will be attached to the practice standard questionnaire.

- All PPG questionnaires will be set aside for the members to evaluate.
- 3 members have volunteered to help JG collate the questionnaire; they are MG, JE and JH.
- JH and MG will collate manually. JG and JE will input the data.
- Once there are approx 50 questionnaires completed SR will contact JG. There will also be an envelope in this box for any tear off slips handed in.

Patient Communication Strategy:

- Discussion was around the best way to communicate with the rest of the practice population.
- The SJW PPG will set up a separate email address for patients to have access to the PPG without divulging personal email addresses.. JG to organize Email address and logistics.
- JT will look into the cost of a postbox that could be placed in reception for patients to put comments/their details in.
- Each time the practice newsletter is produced a few lines could mention PPG. PPG members to give SN a few lines to add to the newsletter. Ideal time for this is for the January newsletter to report feedback from questionnaire.
- Draft PPG leaflet – which all member present read and agreed could go on the practice website. JT to discuss with SR before the leaflet is attached to the website and printed out.
- Open Evening – it was decided that for now this will be postponed until the spring when the PPG members will have the results of the questionnaires and have an idea of the way forward.

Achievable Objectives of the PPG:

- The PPG members present feel that the practice is on the whole very organized and offers a lot of services. Therefore they feel the greatest value they can offer is by communicating and developing a dialogue with the practice population as to what services are available and how to access services etc.
- At present there are great changes within the NHS such as the introduction of CCGs as of the 01.04.2013. With information obtained via the user group at the CCG the patients could be informed as to what these changes mean for them and give them an opportunity to comment via the PPG.

Agreed Actions and Next Steps:

- Any members of the PPG must be committed and although they may not always be able to attend every meeting there must be a certain level of commitment, therefore In January 2013 the terms of reference will be reviewed alongside the list of members of the PPG.
- January 2013 will also see the election of officers.
- At the next all staff meeting in January 2013, PPG members will be asked to join all the staff to discuss the practice questionnaire and the PPG questionnaire results.
- Next meeting – Tuesday 4th December 2012 @ 2:15pm.