**Patient Participation Group Meeting**

**Monday 25 March 2013**

**Present:** SF, RS, KE, ST and SC

**Apologies:** LL, LG, DK, DW, WL and MM

**Matters arising:**

**PPG Annual Report 2012/13**

The group met to review the findings of the 2012/13 Patient Survey. SF had circulated the report 10 days prior to the meeting to enable the members to reflect on the responses and for action points to be considered in light of patient feedback. SF was aware that the meeting scheduled for Monday 25 March would not be fully represented by the PPG members, therefore asked a member of the practice staff to contact each member individually to gather their views.

SC telephoned the majority of the members on Wednesday 20 March 2013 requesting feedback. Everyone felt that the report was well structured and the results demonstrated that the annual birthday review process was working.

One member was contacted by email.

**Minutes of Meeting – Monday 25 March 2013**

All members agreed the content and structure of the 2012/13 Patient Survey. RS asked if there was a way to differentiate between the postal respondents and the face-to-face respondents. SF explained that it was not possible to tell as it had not been one of the questions. With this in mind, the group agreed that this should be made available for the next survey. This will help gauge trends in responses.

The group felt that a cohort group of patients aged between 18 and 25 were not being represented. We discussed how we could encourage new members to join the PPG, especially the younger generation. It was agreed that the practice would SMS eligible patients aged between 18 and 25 asking for expression of interest to join including the Virtual Member approach.

One PPG member has received feedback from several patients regarding the role of the Healthcare Assistant, in particular, comments about the lifestyle approach. Some patients felt that additional literature regarding healthy living would have been beneficial. KE suggested the practice got a supply of Change for Life leaflets which could be given to patients when seeing the Healthcare Assistant for lifestyle screening.

SF circulated a draft copy of the role and responsibilities of our clinical team. The PPG approved the leaflet. The leaflets will be enclosed in the annual birthday review letters so patients have an understanding of the knowledge and skills of the Healthcare Assistant, Practice Nurse and Doctor.

We discussed improving the access at both practices for patients with a disability or patients with pushchairs. As yet the practice has made no improvements to replace the doors with an electronic opening due to financial constraints. A PPG member has offered to look at possible funding for this through local business initiatives (Bellway development in Wideopen). The group has left this with RS.

**PPG Action Points**

|  |  |  |
| --- | --- | --- |
| **We discussed…** | **We did…** | **The result is…** |
| Increasing our PPG members  | The practice sent a text message to patients aged between 18 and 25 asking for their consideration to join our PPG  | Hoping to increase patient engagement |
| Supporting literature to given to patients following consultation with Healthcare Assistant.  | Ordered Change for Life leaflets from the Department of Health Publication library.Discussed this with our Healthcare Assistants | Offer patients more support and advice  |
| Improving the door entry system  | One of our members (RS) is looking into this and will keep the practice manager posted | Improved access for patients with a disability or patients / carers with pushchairs |

Date of next meeting, Thursday 20 June 2013 – 4.45pm at Wideopen Practice.