

Newport GP Surgery - Patient Participation Meeting Minutes

Wednesday 9th August 2017

Present –

Newport Surgery Dr Ellis Woko – Partner to Chair the first meeting

Sandra Stillwell – Practice Manager

Patients: Mr J Gordon, Mrs A Gordon, Ms E Edwards, Mrs P Ecclestone.

ACTION Appointing a Chairman to be discussed at next Meeting

Aims of Meeting ·

Quarterly meetings ·

Improve patient experience ·

Improve communication ·

Forum for constructive ideas rather than a platform for individual complaints

Agreed Quarterly meetings and to email information between meetings

Recent improvements UNDERTAKEN SO FAR·

New Telephone system ·

Repair of paving walkways around the practice ·

Landscaping of front area of garden ·

New signage **STILL IN THE PLANNING STAGE** ·

Resurfacing of the car park ·

Interior decoration ·

Jayex Television for calling patients

Mr Gordon requested music was not played. Practice Manager explained that music was being considered as it helped with confidentiality when patients were speaking at the hatch. The matter could be added to a patient survey to obtain other patients views.

Fundraising

At Easter one patient donated raffle prizes. The staff sold the tickets and we raised £135.50. With the money raised we purchased an Otoscope for looking into ears. A Bookshelf to be kept in the Waiting room with donated books and a collection tin for patients to purchase books at 50p a time.

We would need to purchase a low sturdy bookshelf and secure tin. We currently have £29.61 remaining. This was deemed to be a nice gesture and a good idea for future fund raising.

It was suggested by the Practice Manager that this could be a project undertaken by the PPG. It was felt it was not a daily task to manage the bookshelf and could be checked on when passing. Mrs Ecclestone reported that she had books that currently she is taking to a charity shop. She would stop this and save for our bookshelf. Further planning of this project would be required, but it was felt this was a viable project.

Saturday flu clinic

This would be an ideal time to promote the PPG and to circulate a patient survey. Ms E Edwards and Mrs P Ecclestone have volunteered to hand out the patient survey, this would be a short list of questions and a section for patients to add comments. Practice Manager would look into other practices surveys to get ideas but part of the survey could contain the friends and family test questions that are currently submitted to the CCG monthly. They would also serve tea, this was felt to be a good way of promoting the PPG and hopefully to recruit more members.

Possibility of semi-annual News Letter Would the PPG like to take responsibility for creating a newsletter Mr J Gordon currently produces the Newport News magazine and was happy to undertake production of a practice newsletter. This would be a semi-annual two sided sheet available in the waiting room. Once produced the surgery could keep replenishing the supply as required.

Any Other Business

It was agreed that the next meeting would take place on 7th November 2107 at 6pm. It was felt this was a good start to the reforming of the PPG.