

Minutes of PPG meeting held Thursday 10th January 2019

Apologies: - PE, EP &TH

In Attendance: - JW, DB, AB, SH, CT.

Sad News: One of our members (OO) sadly passed away on 04/10/2018 after a very long illness. Flowers were sent to the family on behalf of the Practice and PPG members.

Dates for you diary: - It was decided that we would set dates in advance for the PPG meetings for this year. They will be held on the second Thursday of every quarter as follows.

11/04/2019

11/07/2019

10/10/2019

These meetings will start at 4.30 promptly. All items to be added to agenda should be sent via email to DB.

New Member: - We are pleased to welcome a new member Mrs A R who will be attending our next meeting.

Good News: - Further to the groups discussion on improving patient experience we can confirm that the practice has purchased an Ellie Kiosk. This machine can be used to check BP, Weight, Height, and BMI all without patients having to make an appointment. The grant from the CCG will pay for this piece of machinery. The group also suggested using some of the ppg grant to upgrade the Envisage calling boards in reception. The upgrade will not only be visual but audible and will allow the practice to run information on health promotion campaigns. This upgrade has been ordered.

Other ideas on how to improve patient experience

Practice Logo: Group disappointed that we no longer have a logo – JW to contact local schools and ask them to come up with a logo for us – Winner and runner up will receive book vouchers.

PPG fund money on sending the logo to a professional company to develop for our use.

The group also wanted the practice leaflet to look more professional we will look into this and come back to the group with ideas.

Please continue to think of ways that we can improve the patient experience here at the practice.

Special Event days: - Chairperson (AB) suggested we organise some special event days possibly in conjunction with the baby clinic where patients could be educated in things like online

registrations where the PPG group could interact with other patients possible over a cup of tea or coffee to make our patients aware of the many services we provide and outside agencies we house. We would benefit from all types of feedback.