# HALBUTT STREET SURGERY

# MINUTES

**MEETING TYPE: PPG MEETINGs**

**DATE: 29/05/2019**

Present: Dr S Adedeji (SAA) - Chair

 Lorraine Travi(LT)- Minute taker

 Mrs June Knowles

 Mrs Maureen Barry

 Mrs Patricia Collins- New member

 Ms Lorraine Brace- New member

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| **Item** | **Agenda item** | **Actions** | **Responsibility** |
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| **1** | Introduction | Overview of PPG | Dr SAA |
| **2** | Name of PPG Group | To name the group | PPG members |
| **3** | PPG Recruitment | To increase membership | PPG members & Practice |
| **4** | On-Line Services | To Increase uptake | PPG members & Practice |
| **5** | Patient satisfaction | To Increase uptake | PPG members & Practice |
| **6** | Mission Statement | To discuss what differences the group want to make | PPG members & Practice |
| **7** |  |  |  |
| **8** |  |  |  |

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| **SUMMARY OF ACTIONS** | **Responsibility** |
| Dr SAA explained the concept of the group and gave examples of different ways the group can help with improving patient experience and ideas on ways we can improve the services offered as there were two new members. | Dr SAA |
| The group discussed amongst themselves what they would like to call the group. They decided on **The Halbutt Street Helpers.** | PPG |
| We discussed ways of increasing membership to the group and it was suggested that a poster with the name of the group be displayed in the reception area. Staff to ask patient’s ad-hoc if they are interested in joining. We discussed if one of the members would like to come into the surgery to promote recruitment but no one was willing at this time. | Practice to put up poster for recruitment with PPG group name. And ask patients ad-hoc |
| We discussed ways of increasing on-line services as this is the way forward in general practice. Some members are not keen on this idea, they do not own computers and neither do they wish to. However, other members were interested. It was suggested posters were put up, leaflets given to patients and possibly having someone in reception with a laptop for perhaps 1 hour am and 1 hour pm who can show patients how to use the service. It was felt that patients may think it’s harder than it is! | Practice – posters & leafletsGroup – To see what posters/leaflets are  Available and select and get.Group – to arrange one of them to come in and help patients register on-line |
| Patient satisfaction was discussed and ways of getting patients to give positive feedback as well as negative on the NHS choices website. It was suggested we put posters up advertising the NHS choices website as well as the practice one. It was also suggested that “something” in the practice which patients could access at the time to give their feedback directly to the NHS Choices website as once seen they don’t always bother.  | Group – To access posters for waiting areaPractice – To see if there is anything available  that is linked to the NHS Choices  website that patients can access whilst in the surgery. |
| The group were asked to come up with a Mission Statement for the group. The statement was explained to them by Dr SAA.They came up with a statement that will be typed up and put in the PPG folder. | Practice – to type up Mission Statement for  PPG and file electronically. |
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**Minutes Approved as a True Record of the Meeting**

**.......................................................................................signed .........................................date**