**PRIORY ROAD SURGERY**

**PATIENT PARTICIPATION GROUP (PPG)**

**MEETING ON 25/05/2016**

**Date:** Wednesday 25th May 2016

**Meeting Commenced:** 5.00pm

**Members Present:**

L V

GM

J M

Dr RP

M N

D N

**Apologies:** NP

SR

KR (Delayed in traffic – attended later in meeting)

**Introduction:** (KR) had been delayed; but members present agreed to start promptly in her absence. (LV) was proposed and accepted as the Group's first Chairman. The aim was that the post should rotate. (GM) said he would be prepared to put himself forward in a year / six months. GM and (JM) said they would produce draft minutes in (SR) absence.

**Aims and Objectives:** General matters to do with the aims and objectives of the Group discussed at the previous meeting were reviewed. Among those were: that the Group was open to all patients, was there to assist the practice provide a better service, should aim to address specific points and link those points to actions to be undertaken.

**Mobile phones in the waiting room:** Dr (RP) said there had been an issue about mobile phone use in the waiting room. It was agreed that any specific complaints were outside the scope of the Group. However, the general issue was one which the Group could address. Noisy mobile phone conversations could be very annoying to other patients; but patients might very well need to have access to their mobile devices while waiting (do deal with a call back from work about absence, an update about a sick relative, etc). The Group agreed that there should be a prominent notice in the waiting area that mobile phones should be put on 'silent' mode and that when it was necessary to take a call that that should be done in the outer lobby or outside.

**Website:** RP said the practice website was up and running. There would be a page there about this Group which the Group would manage. Minutes of the Group's meetings would be linked

**Budget matters:** Members raised issues about how any initiatives the Group might propose would be funded. It was understood from the subsequent discussion that there was no available specific external funding for the Group (i.e. that it would have to meet its running costs itself or from practice funds) and that the cost of whatever actions it might propose would likewise have to come from general practice funds. Members accepted that that was the given situation, but noted that it did pose difficulties for a single practitioner practice where many overhead costs were proportionately higher than for larger practices with larger staff numbers and resources. Members emphasied, however, their strong support for RP and the practice and what they saw as its effective service for a large number of patients. The Group was focussed on assisting the practice as best it could without creating any additional burden. In recognition of that, potential areas which might be looked at in the future might include linking with national initiatives on particular health issues (diabetes awareness, fitness in later life, and so forth), local initiatives involving a number of practices and their PPG's, other bodies, etc.

**Suggestion box:** This was in place. Non-personal / non patient specific matters arising from that would be discussed at subsequent PPG meetings. No suggestions had yet been received.

**PPG notice in reception area:** This was in place. There was discussion about how it might be made more prominent. Members recognised there was limited display space in the waiting area.

**Action points next meeting:**

* Members to look at practice website.
* Members to consider where possible PPG pages on other practice websites by way of comparison.
* Mobile phone notice in waiting room.
* PPG notice in waiting room.
* Matters arising from suggestion box.

**Meeting ended:** At approximately 6.30 pm.

**Date of next Meeting:** Wednesday 22th June at 5.00pm.