

Cradley Surgery  
Patient Participation Group  
Minutes

11<sup>th</sup> January 2016

**Attendees:** Steven Kent, Elizabeth Gwyther, Joan Prosser, Margaret Crouch, Tricia Fouque, Diane Poole, Ann Carver, Haydn Daily-Jones, Kirsten Jonathan, Jude Lee, Sheila Salkeld, Richard Harris, Anne Freeman, Jennifer Dunford

1. **Welcome** to new comers and Introductions made  
Haydn made the group aware that he was undergoing some medical treatment and may not be in attendance at the next meeting or two.

2. **Apologies**

Frank Hare, Jackie White, Tom Van Vuren, Heather Hunaban, Val Farmer

3. **Minutes from previous meeting** were agreed

4. **Matters arising from the previous meeting .**

a)Car Parking.

Haydn informed the group that an agreement had been made between the social club of the British Legion and the PPG regarding the car parking situation. An email that Ann had received was circulated amongst the group which outlined the arrangement.

The legion would make available their car park for use by the surgery visitors and patients. A donation box for the use of the car park would be placed in the surgery and the PPG and surgery would promote donations from patients. The staff would not use the British Legion car park. After a trial period the situation will be reviewed.

The group discussed thanking the Parish Council for their part in brokering the meeting that led to the resolution of the problems and Ann will report this back to the Parish Council. Haydn proposed advertising the news regarding the carpark in the parish magazine and promoting the use of the donation box.

Kirsten informed the group that the surgery will have no responsibility for the insurance of the contents of the donation box.

It was agreed that messages about the donation box should be put on the repeat medication requests, Posters in the surgery and advertised on the web site.

b) Front Door

Sheila felt that there were too many posters on the front door of the surgery and it was distracting rather than welcoming. Kirsten agreed to cull as many as we could back.

c)Statement of Intent

Haydn had drafted a statement of intent that he circulated amongst the group for their comments and thoughts.

d) Venues

Jen Dunford would approach the landlord of the Red Lion to discuss the possibility of the group meeting at there in future.

e) appointment of Secretary

The group discussed asking Jackie if she would like to take on this role.

**5. Patient Access for repeat prescriptions**

Richard wanted to know if other people are experiencing problems with Patient Access and if Dispensary are discouraging using Patient Access. Kirsten responded that we are reminding people to order their medications as a way of trying to improve efficiency within the Dispensary but we would certainly not discourage the use of Patient Access.

The surgery will try to revisit booking nurse appointments on Patient Access but because certain procedures require longer appointment times this was proving complicated at the moment.

**6. Staff Naming**

Since previous meetings the website has been updated to include all members of staff and our roles. Sheila commented that she was very pleased to see this.

**7. Telephone Standby/on hold**

Kirsten reported this was still a thorny issue that we were working to resolve.

**8. Any other Business**

a) Haydn had, as a gift to the PPG, made the group a member of a national body that supports patient participation groups. It is recognised by the BMA and is a useful resource. The PPG are now a member of NAPP and are able to access their website for newsletters and draft documents.

b) Trish asked if the Red Lion was a big enough venue for meetings and felt the group needed to develop a constitution and define the committee core for attendance.

c) Fund Raising. The group asked if the patient survey could incorporate a question regarding what the patients would like to see funds go towards. Members of the group could perhaps run a straw poll around the time of our survey to find out what people wanted and it would also be a good PR opportunity for the group. **Trish and Diana to action.**

d) **Emails** Jude asked if the new comers to this meeting would be willing to share their email addresses with the group.

Date of next meeting

1<sup>st</sup> March 7.30 at Cradley Surgery – at the Red Lion.