**CLAYHILL MEDICAL PRACTICE**

**PPG MEETING WEDNESDAY 24/10/12**

**6.00PM**

**Attended:**

Annie Bailey

Sandra Greensted

Dr Ogunbiyi

Kate Akindepe

Catherine Sackey

Mischa Afedzie-Hayford

**Apologies:**

Marlene Moura

Sandy introduced Annie to the new members as our new Practice Manager, and welcomed the new members to the group and gave them copies of the constitution.

Sandy went through the minutes of the last meeting.

Sandy to arrange to show the new members the newsletter.

Sandy to speak to Dr Hlordzi about getting a TV for the Waiting Room to run DVDs.

**Patient Survey:**

The group was asked what they would like to input for the patients survey, group members to think about this and to put on the Agenda for the next meeting.

Catherine suggested a Focus Group in the community to collate the information better. Have never tried such a group, is something for the members to think about and discuss at the next meeting.

Sandy to email Catherine the patient survey template for her to have a look at.

Annie suggested that they run the PPG meeting every three months, members are to discuss this, was suggested maybe bi-monthly as three monthly seemed to be too far apart between meetings.

Mischa was asking if there would be interaction with the group if the meetings are not monthly.

Sandy to talk to other practices to see what works with them.

Kate mentioned that she would prefer the meetings on any other evening apart from Wednesday, as she would always have to leave early for other commitments.

Kate commented that the Notice Boards in the Waiting Room were messy and needed sorting out; this was down to the members of the PPG, who arranged to come in and tidy up, but never did. Dr Ogunbiyi said it should not be compulsory for members to come in and tidy up.

**Group opinion on services:**

Catherine commented that she had no complaints on the services, but needs to have a think and will get back to the group.

Dr Ogunbiyi informed every one of the services that the practice provides.

It seems that patients are not aware of the Out Of Hours service; they tend to go to A&E first, therefore, resulting in costing the surgery more.

Message to be put on the JX Board in the Waiting Room advertising the Out of Hours.

Sandy and Annie are looking at ways to advertise the services and looking at ways to stop patients going to A&E first. Maybe a way of showing how much it costs the surgery to go to A&E when using Out of Hours benefits the patients, as you are dealt with immediately.

Suggested to put something on the Patient Survey about Out of Hours Service and asking patients if they know what other services are available.

Catherine asked what range of people are required to be members of the PPG, was told that a range of ages and ethnic background were needed. People were needed to be involved, not only during the meetings but throughout the year to improve services. The more feedback that we get the better the services are that the surgery can provide.

A virtual group is also running on the website, for people to put their comments on.

**NEXT MEETING TO BE AGREED**