

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING

25<sup>th</sup> March 2015

Present:	Dr V E Burnett	GP
	Mrs Lynne Neal	Practice Manager
	Ruth Parker	Assistant Practice Manager
	Debbie Wright	Senior Practice Nurse (Care-Coordinator)
	Bev Lati	Reception Supervisor
	Jackie Embley	Hollybush Senior Receptionist
	Curtis Henry	Equalities & Patient Experience Manager

Patients:- IG,PG,MH,RH,JB,SR,PG

Note Taker:- Ruth Parker

Lynne welcomed everyone to the meeting and thanked them for coming.

Curtis Henry introduced himself to the group and gave a background of his role and explained to the patients the role of the Doncaster Clinical Commissioning Group.

**Patient survey** – Lynne explained the purpose of this meeting was to discuss and look at creating a patient questionnaire. She asked the patients if they had thought of any ideas or suggestions to include in the patient survey. RH suggested it may be helpful to have a front sheet on the survey asking patient demographics to allow the practice to be able to identify completion of the surveys when collating the results. For example, are they regular service users at the surgery, do they attend chronic disease clinics, was it an emergency apt, what age and gender. We agreed this would be a good idea and we will consider this when creating the survey.

We also discussed how patients will complete the questionnaire and this will be available in the surgery and on the website, directing patients to survey monkey.

Curtis suggested that we consider what we potentially could do and move forward with from the answers we receive from the questions we ask in the survey.

It was decided that Ruth & Lynne will create a patient survey and that we will look at getting this underway in late April/Early May. We may ask some of the patients in the group to come into the surgery and help hand out & collect in completed surveys.

**Five key priorities of the CCG** – Curtis explained to the group the CCG had five key areas to focus on in Doncaster which are:

1. Mental Health
2. Dementia
3. Cancer
4. Continuity of Care
5. Children

Curtis suggested it may be beneficial if the group focused on these five areas and that he could arrange speakers to come into speak with the group to talk about promotions that the group could then cascade to patients in the practice via notice boards and the website.

**Directory for patients** – One patient suggested that it would be useful for patients to have a service directory of local services available to patients. We agreed this would be a good idea but unfortunately due to the amount of services that are available to patients and the vast change in services this would not be achievable. It was decided that if patients of the group chose one of the key priorities of the CCG and then within this look at the range of services that are available to support patients. We agreed we would wait until Curtis had provided the information then the patients could go away and collate further information. It was suggested that maybe we could put a link on the website for patients to access which sends them directly to useful contact numbers and websites of services. We will look into doing this.

RH suggested that we could maybe have slides on a TV screen in the waiting rooms providing up to date information about services and relevant topics in the surgery. He offered to put together a PowerPoint presentation of slides if we provided the information we would like on them. We thought this was a good idea and we will start to gather the information to pass on to create the slides.

**Other matters** – we discussed how we could target different elements of the practice population to encourage them to join the PPG. We decided that we would display some joining posters in different languages in waiting rooms.

**Next meeting** – it was agreed this would be in July, when we would discuss the results of the patient questionnaire and also look at the PowerPoint presentation of the slides to put on TVs in the waiting rooms.

We thanked everyone for coming and for their valued contribution to the group.