



<b>Date:</b>	22 <sup>nd</sup> April 2013
<b>Attending:</b>	<p><b>Practice Representative:</b> Linda Smith – Practice Manager (LS) Dr Liz Morrison – GP (LM)</p> <p><b>PPG Representatives:</b> Lynne Leeming (LL) Peggy Robertson-Ritchie (PRR) Barbara Stirk (BS)</p>
<b>Apologies:</b>	Rhoda Andrews (RA)

<p>LS Chaired the meeting of the Anstey Surgery Patient Participation Group (PPG).</p>	
<p><b>Agenda Items:</b></p> <p>1. LS thanked LM, LL, PRR &amp; BS for attending the meeting.</p> <p>2. The minutes of the last meeting (18<sup>th</sup> March 2013) were agreed and these will be available for all patients to see via the practice website. <a href="http://www.theansteyssurgery.co.uk">www.theansteyssurgery.co.uk</a> Follow On actions – LL in her professional capacity has kindly agreed to present a lunchtime talk to the doctors relating to Tinnitus &amp; Deaf Awareness Week. The PPG Annual survey results and report was agreed and approved by the group and published to the practice website on the 27<sup>th</sup> March 2013. LL will submit 3 x articles for the parish and village magazines relating to: Using the Internet to Book Appointments and Order Repeat Prescriptions Using the surgery instead of attending A&amp;E, Urgent Care Centre for Minor Injuries Awareness of NHS Health Checks that the surgery is offering to invited patients aged between 40 – 74 with no pre-existing medical conditions i.e. diabetes.</p> <p>3. News from the practice: LS informed the group of the latest developments at the surgery:</p> <ul style="list-style-type: none"> <li>a- LS thanked all PPG members for helping put the annual Patient Survey report together.</li> <li>b- Loughborough Walk-in-Centre has now moved to the Loughborough Hospital Epinal Way site, and is now known as Loughborough Urgent Care Centre. The service is open 24/7 to deal with urgent but non-life threatening conditions.</li> <li>c- Staff Photo's will be taken during the week 22<sup>nd</sup> April.</li> <li>d- Telephone system – I am awaiting a quote from another supplier to provide a new telephone solution.</li> <li>e- Staff changes: Chris Simpson Receptionist will be retiring in May – Chris has worked at the surgery for nearly 8 years. Our Apprentice Hayley Faulkner will also be leaving as she will have completed her NVQ apprenticeship training programme.</li> <li>f- LS gave a presentation to the group on the new 111 service being introduced in June.</li> </ul>	LL

<p>4. Education event update. 6<sup>th</sup> – 12 May Deaf Awareness week. LL in her professional capacity has offered to present a clinical meeting to the doctors regarding hearing loss and hearing conditions. LL will also provide some promotional material for display in the waiting room. LS has order some promotional material for the waiting room for Diabetes Week 9<sup>th</sup> – 15<sup>th</sup> June.</p>	<p>LS</p>
<p><b>5 AOB</b> – It was agreed that at the next meeting LS will give a demonstration of the Patient Access Application on a smartphone and also computer.</p>	<p>LS</p>
<p>Facebook – LS will look into taking ownership of the Anstey Doctors Surgery Facebook page, as a further medium to communicate with patients.</p>	<p>LS</p>
<p>LS will contact the website provider to obtain a secure e-mail account for the practice, that we can link to the website and Facebook page.</p>	<p>LS</p>
<p>LS has received an application for a new member to join the group – LS will forward details of the next meeting.</p>	<p>LS</p>
<p><b>Date and Times of next meetings:</b> Monday 20<sup>th</sup> May 2013 at 6.30pm Monday 17<sup>th</sup> June 2013 at 6.30pm</p>	