

<b>Minutes of Patient Participation Group Meeting</b>
---

<b>Date:</b>	18 <sup>th</sup> February 2013
<b>Attendees</b>	<b>Practice Representative:</b> Linda Smith - Practice Manager(LS) Dr Liz Morrison – GP (LM) <b>PPG representatives:</b> Lynne Leeming(LL) Barbara Stirk (BS)
<b>Apologies:</b>	Rhoda Andrews (RA)

LS Chaired the meeting of the Anstey Surgery Patient Participation Group (PPG).	
<b>Agenda Items</b> 1. LS thanked LL, BS and LM for attending and noted apologies from RA.  2. The minutes of the last meeting (10 <sup>th</sup> December 2012) 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> .  The follow on actions were discussed: a –Health Promotion Events – agenda item Deaf Awareness Week. b –Future articles for local magazines. LS gave LL information relating to NHS Health Checks, Minor Injuries and SMS text messaging.  3. LS distributed the latest copy of the NAPP – Patients Matter quarterly newsletter.  4. News from the Practice: LS informed the group of the latest developments at the surgery. a - <b>SMS Text Messaging</b> . The service was switched on, on the 7 <sup>th</sup> January, pts get a confirmation text immediately after booking appointment to confirm and then a reminder 48 hours before their appointment. An “opt-out” slip is available at reception for patients to complete who do not wish to receive text message appointment reminders. Less than 10 patients have request to “Opt-Out” of receiving messages. b – <b>NHS Health Checks</b> – 290 letters have been posted to patients inviting them for a NHS Health Check, 175 patients have booked appointments a 61% uptake rate. We will be continuing this scheme in the new financial year. c – <b>Patient Survey</b> – this has been available to complete from the practice website since just before Christmas. The surveys are now available in the surgery for patients to complete. We have entered 70 surveys that patients have completed to the practice website from where the responses will be amalgamated in the background. The practice newsletter group have been contacted asking them if they would like to complete the survey. d- <b>Section 106 monies</b> – the practice has been awarded some Section 106 monies to be used to increase capacity. e- The roof has been repaired after a leak was found in the waiting room f- New boilers have been installed.	

<p><b>5. Health Education Events</b> – LL has offered to hold free hearing checks at the surgery on Tuesday 7<sup>th</sup> May as part of Deaf/ Tinnitus Awareness week and also a educational event for the GPs, LS to discuss with the partners. National Glaucoma Week – 10-16<sup>th</sup> June. The group decided to investigate if we can promote this event.</p> <p><b>6. AOB</b> – BS noted another housing development in Anstey on the site of the old Plough public house – LS to investigate if we can apply for any Section 106.</p> <p>Appointments – BS asked what day the appointment book is built each week – LS to check with the admin staff that does this job.</p> <p>PPG Meeting time – we discussed if the PPG could be held during the daytime. LS to e-mail all members to gather thoughts.</p>	<p>LS/LL</p> <p>LS</p> <p>LS</p> <p>LS</p>
<p><b>Date of Next Meeting</b> <b>Monday 18<sup>th</sup> March 2013 18.30pm – Anstey Surgery</b></p>	