

Minutes of Patient Participation Group Meeting

Date:	18 th March 2013
Attending:	Practice Representative: Linda Smith – Practice Manager (LS) PPG Representatives: Lynne Leeming (LL) Peggy Robertson-Ritchie (PRR)
Apologies:	Barbara Stirk (BS) Rhoda Andrews (RA) Dr Liz Morrison (LM)

<p>LS Chaired the meeting of the Anstey Surgery Patient Participation Group (PPG) and welcomed a new member to the group Mrs Peggy Robertson-Ritchie.</p>	
<p>Agenda Items:</p> <p>1. LS thanked LL and PRR for attending the meeting and noted apologies from BS, RA & LM.</p> <p>2. The minutes of the last meeting (18th February 2013) were agreed and these will be available for all patients to see via the practice website. www.theansteyssurgery.co.uk</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"> a- Loughborough Walk-in-Centre is moving to the Loughborough hospital site from April and will be known as Loughborough Urgent Care Centre. b- Text messaging – proving to be popular with the patients c- NHS Health Checks – 502 invitations were sent to patients between 60 – 74 years old. 267 patients have taken up the offer of a check. The practice will be continuing with the scheme during 2013/14 and will be inviting patients aged 40 +. d- Practice Nurse and Phlebotomy clinics will be reduced during March due to staff leave. e- Section 106 monies – Monies has been allocated to the practice to increase capacity as a result of the large housing development on Groby Road. We have already had an initial meeting with staff from the PCT to identify ways the monies can be spent. We are keen to: Refurbish the 6 x Consulting rooms and Room B (where required) Refurbish and move the reception desk and administration office. More seating in the waiting area f- Telephone system – the current telephone system contract expires this year so we are looking at installing a new and improved system. <p>4. Education event update. 6th – 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.</p> <p>5. Patient Survey Results and draft report. LS presented the results of the patient survey and the first draft report. 102 surveys were completed, 93 completed paper copies and 9 on-line. The survey results and draft report was</p>	<p>LL</p> <p>LS/ALL</p>

<p>e-mailed to all members for comments. The agreed final version of the report needs to be available on the website by the 31st March.</p> <p>6. Any other business. LL will write a small article for the parish magazines on the benefits of using the Internet to book appointments and order prescriptions on line.</p> <p>Virtual Group Members - it was agreed that we promote the Virtual patient group further enabling the PPG to gain more patient's views.</p> <p>Date and Times of next meetings:</p> <p>Monday 22nd April 20 13 at 6.30pm Monday 20th May 2013 at 6.30pm Monday 17th June 2013 at 6.30pm</p>	<p>LL</p>
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