

Minutes of Ashley Surgery PPG June 9th 2016

The meeting was attended by seven patients and the Practice Manager.

Minutes and Matters Arising:

The Minutes of the last meeting held on March 3rd were reviewed and updated for the benefit of new members.

Agenda:

1. Ideas for improved engagement: Karen suggested that more use could be made of the Community Information Shop (CIS) to publicise both the work of the PPG and to promote the range of services on offer at Ashley Surgery. A further separate discussion is planned to take forward this idea. It was also suggested that more use should be made of the various church/parish and other newsletters and magazines which are distributed widely and regularly.
2. Feedback from PPG Awareness Week: Over the course of four days so far discussions have taken place with over 100 patients. The PPG leaflet was handed out and participants invited to complete the annual questionnaire. These will be analysed and the results publicised in the near future. A number of people expressed interest in receiving copies of minutes, notices and updates and being part of a virtual PP group. It had been very successful in involving a number of key partners who attended the surgery to support the event and to publicise their own services too. Healthwatch are keen to be more involved with the Surgery. AGE UK currently offers a very popular service from the surgery and are keen to support the PPG and the patient population. Beth Johnson Foundation are taking a lead in the organisation of the Health Walks. The notion of "Health Walks" was raised in both the PPG leaflet and featured also in the questionnaire. The idea was very warmly welcomed by a considerable number of patients some of whom offered their experience and skills as walk leaders. Discussions are ongoing. One patient used the term "A positive step forward" which could be used as a strap line when publicising the Health Walks. As the issue of the local Podiatry service only being available at Madeley had been raised previously questions were asked in the questionnaire and the consensus seems to be that patients

would prefer a more locally available service. Further discussions may take place about this within the practice and with commissioners. In addition to the above a number of other observations about practices within the surgery were offered. It was also considered that similar events to the PPG Awareness Week could take place on a more regular basis. Further discussions will take place. Ideas for future events would be appreciated.

3. Update from Denise Smith (Practice Manager) gave a very positive update on staffing developments within the practice. A great deal of staff development is taking place with a number of individuals are making excellent progress. A new salaried GP is being sought as Dr. Grant is taking time out for a period. Further news on this in due course.
4. AOB: A patient has asked whether hearing aid batteries could be made available at the surgery to prevent the need for visits to other centres outside the area. Denise agreed to investigate this further.

Members were thanked for their attendance.

The meeting ended at 7pm.