



**Woodside Medical Practice
Patient Participation Group Meeting
Minutes - Date: 23/07/2015**

Present:

D C- Woodside Patients
J S – Woodside Patients and Park Lane Centre
H P – Woodside Patients and Bennett House and Parkwood
K A– Practice Manager

Apologies:

P C

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
<p><u>GP representation</u> Group asked whether a GP would be attending today</p> <p>KA advised as this was the inaugural meeting of the 'resurrected' PPG what she had hope would we could come together as an initial meeting to discuss previous format, membership, timings, aims, etc. going forward – and then that would enable us to set up more formal meetings and attendance going forward – a kind of fact finding session first</p>		
<p><u>Introductions</u> Introductions to the group</p>		
<p><u>Group Format</u> Group discussed the previous format, membership and timings of the PPG meetings</p>		
<p><u>Meeting Frequency</u> Agreed on six weekly meetings at lunchtime going forward – can trial this and review as membership grows and the group progresses</p>		
<p><u>Meeting Minutes</u> PPG needs minutes and action log for each meeting – to keep track of items discussed and agreed and any actions arising from this</p>	KA – to record minutes for each meeting and issue accordingly	
<p><u>Group Membership</u> PPG needs additional membership – ideally from regular contributors, but everyone who wants to make any contribution, in any way is welcome</p> <p>Group discussed a range of ways to promote the group and its works including:</p> <ul style="list-style-type: none"> • Flyers • Posters • Digital Signage in WMP waiting Area • Emails • Local Radio • Local Free papers • GP / Staff promotion • Word of mouth • Coloured leaflets – handouts for waiting are 	KA to work on pulling together a range of formats and style based on these ideas	

<ul style="list-style-type: none"> • Conducting surveys in waiting area 		
<p><u>PPG – As a Focused Group and Activity</u> General discussion about picking specific topics / activities/ themes etc. to use as a focus for a period of work and time - in order to actually secure development / change for the PPG – rather than adopting a scatter gun approach or trying to be all things to all men as this can often lead to disengagement and de-motivation Need a series of small wins to boost confidence and sense of achievement and to secure wider patient engagement and buy-in</p>		
<p><u>PPG Promotion</u> General discussion around posters, signs and digital signage in the practice Group felt the digital signage, scrolling message scrolls too fast</p>	KA to work on timings and content of digital signage	
<p><u>Community Links</u> JS asked KA whether she would be interested in becoming a Board Member for Park Lane Centre</p> <p>Group had general discussion about building community links between the practice, its patients and various interested / invested other parties</p>	<p>JS to speak with PLC Board at AGM 03/09/15 and feedback</p> <p>KA to speak with partners at WMP and feedback</p>	
<p><u>NAPP</u> KA raised discussion about PPG re-starting its affiliation with NAPP – National Association for Patient Participation</p> <p>Group discussed possible benefits of membership</p>	KA to take request to Partners - £40.00 pa annual subscription	
<p><u>Networking</u> General discussion about networking opportunities and Telford and Wrekin PPG meetings JS had previously Attended</p>		
<p>KA signposted: <u>PPG Event 23 September 2015</u> Telford and Wrekin running a PPG event (1x GP, 1 x PM and 2 x PPG Members) Topics include: Setting up PPG Benefits of PPG Making your PPG work for you</p> <p>KA unable to attend</p>	KA to follow up on possible attendees?	
<p><u>EPS – Electronic Prescribing Service</u> General discussion about EPS – including practice’s Go live Date and the practicalities of how the system will work</p> <p>KA explained the brief detail she knew – (i.e. is a means for repeat prescriptions to go directly to a patient’s nominated pharmacy rather than being</p>		

printed and the patient collecting the prescription and taking to the pharmacy)		
Discussion about how the practice would advertise / communicate / promote this service to patients	KA to discuss with partners and feedback	
<u>WMP Closures</u> Discussion about future practice closures (e.g. PLT) and putting up a notice in advance KA advised she had tried securing a fully annual calendar for PLT events – but it had not yet been published	KA – to develop system for notifying patients and other groups about practice closures in advance	
<u>Self-Check In</u> Discussion about self-check in machine – benefits and disadvantages	KA to feedback to PPG on practice decision	
<u>Reception Staffing</u> General discussion about staffing – levels, times, positive feedback on improved interactions recently General discussion about signs – including ‘multiple ‘problems’ needs double appointments’, ‘number of hours lost to DNAs’, and ‘ring bell only once’ KA gave general overview of practice development plans going forward – and processes to review, undertake and evaluate any developments	KA to keep group updated on future developments	
<u>Repeat Prescription Process</u> Discussion developed from Reception staffing levels about the processing and handling of repeat prescription requests This included concerns about mixed-messages and patients being sent to the pharmacy or home when the RP was actually in with GP for signing KA led general discussion about staffing levels, training developments etc.	KA to keep group updated on future developments	
Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together		
<u>Date of Next Meeting:</u> Thursday 03 September 12.30 – 1.30 pm Woodside Medical Practice		