



**Woodside Medical Practice
Patient Participation Group Meeting
Minutes - Date: 09.06.2016**

Present:

D C – Woodside Patients
K A – Practice Manager
J S – Park Lane Centre and Woodside Patients

Apologies:

K P– Woodside Patients

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
<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>	<p>KA – to record minutes for each meeting and issue accordingly</p>	
<p>Group discussed content of last PPG and KA discussed actions that have been taken.</p>		
<p>Discussion about gathering patient feedback</p>	<p>JJ and KA to move F&F survey in Reception to better promote</p> <p>JS to undertake physical survey of patients in reception</p>	<p>JJ added message about feedback to Jayex check in and moved feedback forms.</p> <p>Update 09/06/2016 KA noted we have noticed an increase in F&F forms being completed since moving and additional signposting</p>
<p>Discussion about inviting PPG Chair and PM from another practice to come and talk with our group about ideas etc</p>	<p>KA contacted colleague – will update when have more news</p>	<p>Update 09/06/2016 KA advised that colleague from Shawburch was due to attend today but had to cancel at last minute due to unforeseen circumstances – will re-schedule</p>
<p>Discussion about the screen in Reception – DC advised Wellington Road Surgery's digital signage is excellent</p>	<p>KA is meant to be sorting this – but as of today she has not – my apologies</p> <p>KA also contacting PM at WR to discuss</p>	<p>Update 09/06/16 – KA to arrange over summer</p>
<p>Discussion about audiology services</p>	<p>KA will contact Audiology to see if clinic can be held at WMP</p>	<p>Ongoing</p>
<p>KP presented overview on 'Introduction to Health Organisations' event for young children idea that was proposed.</p>	<p>KA to take this to Practice Management meeting.</p>	<p>Ongoing</p>

KA gave overview of practice website update	Update 09/06/2016 – final stages of provider swap over are going through – ‘watch this space’	KA to look at the number of pages that say “please contact surgery” – DC concerned this may overload phone system and practice team
Discussed setting a potential PPG group email that we can all access.	Ongoing – KA to sort	
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 28 July 11.00 – 12.00 pm Woodside Medical Practice		