



**Woodside Medical Practice  
Patient Participation Group Meeting  
Minutes - Date: 24 November 2016**

**Present:**

DC – Woodside Patient  
DW – Woodside Patients  
KL – Woodside Patients  
JM - WMP  
JJ - WMP  
K A – Practice Manager

**Apologies:**

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
Group discussed content of last PPG and KA discussed actions that have been taken.		
KA unable to attend whole meeting but attended when possible		
<p>DW - raised issue with continuing with PPG? Felt not enough participants, 2 members “getting nowhere” and “going round in circles”</p> <p>KA - PPG will continue. Try to get more people involved. Even one patient could voice issues/concerns – beneficial. Current PPG members – proactive to get more people involved. PPG being the voice for patients for the practice. Feedback/promote PPG</p>		
<p>DW – raised minimum of 3 members. Same things each meeting. How many complaints received this week?</p> <p>Response JJ – cannot comment on complaints</p>		
DW – will try to promote PPG for future meetings. Feels not achieving anything.	DW	
<p>KL – suggested having someone in PR (Waiting Area) for patients to talk to as this happens successfully in the local community centre.</p> <p>KA – current PPG members could approach patients in reception (PR) and encourage people to become PPG members.</p>		
DW - asked how many people leave/resign from the PPG		

<p>KA – replied not received any so far</p>		
<p>KL - raised appointment reminders sent to patients – felt patients would benefit from being telephoned as a reminder for them to attend their appointment</p> <p>KA – will look into this, but did note that the costs involved and the amount of staff needed to contact every patient with an appointment, as a reminder would be prohibitive.</p> <p>KA did remind PPG that two text messages are sent as appointment reminder, which reinforces the need for patients to keep their contact details up to date in practice.</p>	<p>KA</p>	
<p>KL – raised “ultimate aim of PPG”?</p> <p>KA – PPG - voice for the patients – discussed how other practices run their PPG’S</p> <p>KA – suggested the possibility of current PPG members holding a coffee morning to help promote the PPG as well as the practice promoting the PPG.</p> <p>DW – willing to give active promotion of PPG and will try to encourage new members</p> <p>DW - will try and go to Oakengates Medical Practice and look for ideas</p> <p>JJ – encouraged DW regarding this</p>	<p>DW</p> <p>DW</p>	
<p>KL – suggested the possibility of a CPR/FIRST AID event</p> <p>JJ – would need more PPG members to bring this idea/plan to the PPG meeting - this could then be presented for consideration of the GP partners</p> <p>KL - raised “fishbone” plan for presenting issues</p>		
<p>KA – will try to seek out new members</p> <p>KL/DW – will try to encourage more PPG members</p> <p>KA - discussed possible outcomes</p> <p>KL - suggested possible lottery or fund raising</p>	<p>KL/DW</p>	

<p>General discussion about meetings  KL – ask local MP</p> <p>KA – PPG promotion event – invite local council member</p> <p>KA – discussion on promotion ideas</p> <p>DW - will try and contact a police officer he knows for a possible PPG event</p>	<p>DW</p>	
<p><b>Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together</b></p>		
<p><b><u>Date of Next Meeting:</u></b></p> <p><b>Thursday 12<sup>th</sup> January 2017 11.00 – 12.00 pm</b>  <b>Woodside Medical Practice</b></p>		