

Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



Minutes of a Meeting held on Wednesday 16 January 2019 at 1.30pm.

- 1. Attendance.** In attendance – RC (Chair), CP (Vice-Chair), PS (Member), AN (Member), KW (Member), NW (Member).

Apologies were received from SC (Member) and HC (Member).

- 2. Minutes of the last meeting** – RC introduced the minutes which were agreed subject to an amendment to days/dates of future meetings. **Action - RC to amend.**

- 3. Matters Arising** – Following discussion and consideration of suggestions from patients regarding which charity the surgery should support, it was agreed that this year's adopted charity would be "Forget me Nots". This is a local charity based in Kirkby in Ashfield that supports dementia sufferers.

CP reported that our current charity, the Beacon Project intended to hold a "Ball" in 2019 and it was agreed that this event would be attended by PSPG members.

KW suggested that the surgery could create a collection point to items donated for local food banks. This was felt to be a good idea. **Action – KW/Surgery.**

4. Reports from the Practice

- DNA figures have continued to reduce and the long-term trend remains downward, despite a blip recently. This is a good outcome and is felt to be a result of the SMS text service issuing reminders about appointments.
- NHS Choices shows the surgery rating to be 4 stars. CP and KW encouraged people to record good experiences as this will affect the overall rating of the surgery.
- Future Activities – A Diabetes awareness event was proposed for late summer/early autumn. Given the limited accommodation available at the surgery it was agreed that CP and KW would look at the availability of suitable local venues before a date could be confirmed. **Action – KW to approach the Verney Institute in Pleasley and CP to check the Community Hall at New Houghton.**
- KW confirmed that over £300 had been raised throughout 2018 for our chosen charity – The Beacon Project. This is a very creditable performance for a small surgery.

- 5. NAAPG information/activities.** KW circulated the latest NAPP newsletter.

RC reported that in future the meetings of PPG chairs would be open to any other PPG representatives in the event that neither chair nor vice-chair were able to attend.

- 6. Links with other Groups.** It was agreed that Bull Farm PPG should be approached with invitations to any future events once dates had been agreed. **Action RC/KW** following confirmation of event dates/times.

7. PSPG Development Plan. RC reported on a variety of actions the PPG had undertaken to deliver this year's plan e.g. the Annual Patient Survey, support at Flu Clinics, joint working with Bull Farm PPG, the growth of the Walking Group. CP also confirmed that she had provided a number of articles for the surgery's newsletter and attended a Carers' group meeting.

Members discussed possible new items for inclusion in the development plan -

NW suggested the inclusion of an item confirming "the surgery becoming a Dementia friendly establishment" as there were a number of small scale but effective actions that could be undertaken to help sufferers.

CP suggested creating the opportunities for PSPG members to "shadow" members of staff in delivering services to gain a better insight into the patient experience of service provision e.g. obtaining an appointment by a variety of ways, prescription requests. As a result, where appropriate, information could then be provided to patients to ensure they understood the options available. **Action - KW to liaise with surgery.**

PS and AN suggested that the information on the waiting room display screens be reviewed and edited. The screens were felt to be text-heavy resulting in them being difficult to read and understand for many people. It was agreed that they would benefit from being simplified.

Action - KW to edit.

Members reviewed copies of the current plan and agreed to delete completed items especially those that were one-off events but to retain items that were ongoing. **Action - RC to update the Development Plan.**

8. Time and dates of the next meetings are as follows

Wednesday 20th February 2019 at 1.30pm

Wednesday 20th March 2019 at 1.30pm

Many thanks to NW for taking and providing the text for me to distribute.