

Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



Minutes of the meeting held on 22nd October 2018

Attendees: - RC – Chairman
CP – Vice Chairman
SC – Member
KW – Member
CC – Member
HC – Member

Apologies: - No Apologies presented

- **Minutes of last meeting**
 - RC introduced the minutes which were agreed.
- **Matters Arising**
 - RC suggested that meeting papers should be distributed by email only and that the provision of paper copies distributed via the post should discontinue. Some members were concerned at the cost of printing off large volumes of paper at home and it was agreed that a small number of paper copies would be made available at future meetings. **Action – KW/Surgery.**
- **Report from Practice**
 - DNA figures have reduced from 39/month in Jan 2018 to 23/month in August 2018 and the long-term trend remains downward. This is a good outcome and is felt to be a result of the SMS text service issuing reminders about appointments.
 - Annual Patient Survey 2018. 212 people gave their views in the annual survey. The results indicate that patients overall have very positive views about the surgery and staff.
For example, Q10 asked whether people felt surgery staff were helpful and courteous. Of 207 responses, 100% reported that they were. Just 5 respondents failed to answer the question.
In Q1 about how people get in touch with surgery, 87% of respondents prefer to contact the surgery by telephone.
Further analysis will be undertaken to identify the other key points or issues needing attention. **Action - NW.**
 - Future Activities – A further Flu Clinic will be held on 14 November 2018 between 09.00 and 11.30, then 13.30 and 17.00. **Action – CP and SC will support the morning session with RC and CC supporting the afternoon session. A Tombola stall will be run again and all gifts are welcomed.**
Monies raised will be donated to surgery's chosen charity – The Beacon Project.

- **NAPPG information/updates**
 - CP reported that a further Networking Event for all PPG members across the district will take place on Thursday 15th November 2018. All are welcome to attend.
RC reported that he had attended a recent PPG Chairs meeting and distributed information on local Befriending organisations and support for those with diabetes.

- **Activities/links with other local PPGs**
 - RC reported on the successful initial meeting with colleagues in the Bull Farm Surgery PPG. Opportunities for support and collaboration were discussed and as a result three members from Pleasley PPG attended their recent COPD Event, held at Bull Farm Surgery. It is hoped that further joint events can be arranged and members felt that a Diabetes awareness event could be such an initiative. **Action – RC to liaise with KW/Surgery about such an event.**

- **PSPG Development Plan update**
 - 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 Wednesday Walking Group. CP also reported that she had provided a number of articles for the surgery's newsletter and attended a Carers' group meeting. **Action – RC to update the Development Plan.**

- **AOB**
 - CP suggested a social event for PPG members and it was agreed that this would take place on Thursday 22nd November 2018. **Action – CP to liaise with colleagues over details.**
 - It was also agreed to hold a Christmas Raffle, with a hamper prize, to raise money for charity. Donations for food and drink are welcomed and they can be taken to the social event or the next PPG meeting. The date is given below. **Action - All PPG members.**

- **Time and date of next meeting**
 - **Monday 19th November 2018 at 11.30**
 - **Monday 17th December 2018 at 11.30 which will also include the Christmas Raffle.**

- **Big thanks to NW for taking/preparing the meeting notes.**