

Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



Minutes of the meeting held on 6th April 2017

Attendees:- RC – Member
PS – Member
SC – Member
DM – Practice Manager
KW- Member
HC - Member
JH – from Alanon

Apologies:- NW – Member

Matters arising:-

- DNA figures were down in April to 22 which is brilliant, it was felt that this was due to the new MJOG text messaging service which is now up and running, we hope to see further drops in May.
- The uptake figures were discussed with regards to MJOG, which showed that the uptake by patients is currently at 23%. As per the last PPG meeting with regards to a text message, confirming that a CANCEL appointment request had been received has now been put into action. Reception staff are still checking with patients to see if they have mobile numbers to add to their patient record.
- There was no new feedback with regards to NHS Choices at this time.
- Fundraising:- It has been agreed that a patient lockable notice board for outside of the premises would be a good fund raising idea. This has been passed onto the Practice Manger DM to discuss with SP, KW to purchase a raffle book – **KW and DM to action**
- JH and a colleague from Alanon came in to discuss financial help and support which is available for friends and family of someone who suffers with alcohol related problems. The talk was enlightening and informative. It was greed that KW would put something on the TV in reception to make patients aware – **KW action**
- RC suggested that it would be a good idea to put some information on the TV with regards to Hay Fever - **KW to action**
- HC wondered if it would be a good idea to have a patient walking group, KW to speak with DM to get feedback and KW to look into the how, why and wherefore relating to walking group – **KW and DM to action**
- Friends and family feedback figures were down in April, reception to give the forms a push with patients who are waiting to be seen by Dr/ANP/Nurse or Midwife

Forward Planning:-

- It was decided that there would be no meeting in May but as CQC were due at any time then the next meeting may be brought forward.

The date of the next meeting will be Monday 19th June 2017 at 11.30am.