

Patient Participation Group - Tardis Surgery

Meeting Minutes held on Wednesday 15th July 2015 at Number 16 Coffee House 15.30pm

1. Present:

Mrs C Burnett (Deputy Practice Manager/Medical Secretary), Mrs S Clare, Mr B Clare, Mrs M Ellis, Mr R Gouldsmith, Mrs B James, Mrs S Pyatt (Practice Manager), Mrs A Redfern, Mr B Mawson, Mrs M Tantom, Mrs M Thorley (Vice Chair), Mrs C Willis (Chair).

Apologies: Mr A Scutz, Mrs J Richardson, Mrs D Beresford

1. Approval of minutes from last meeting

Mrs C Willis (Chair) read the minutes from the last meeting. The minutes were approved as read.

1. Matter Arising from these Minutes:

- a) Confirmation of Chair to be Mrs Cynthia Willis and Vice Chair Mrs M Thorley.
- b) Confidentiality forms to be completed by JJ, AL, BM, EW and JP SP and CB to review).
- c) Review of members who have not attended last 3 meetings (SP and CB to update).
- d) Friends and Family Test (FFT) to remain ongoing.
- e) Online Services rolled out giving patients minimum requirements unless otherwise requested and GP consented. To be reviewed by CB and SP with updates to the PPG.

1. Locality Patient Group:

1. PPG Areas of focus for 2015:

- a) Appointment system – contacting the surgery by telephone.
- b) CQC Inspection – Action plan and PPG contributions (CW and MT to be present during inspection).
- c) Online services to be reviewed throughout 2015.

1. Any other Business:

- a) PPG meetings are to be relocated to the surgery.
- b) Welcome new member of nursing team Jodie Pickstock.

- c) DNA poster to be re-introduced to reception area (CB SP to facilitate).
- d) Practice catchment area – visiting rules to published on website (SP to update).
- e) Introduction of speakers from local area services to be invited to PPG meetings with an invite to Monica Ball (Cheadle Hospital Manager) to attend next meeting held in September (MT to invite next speaker).
- f) 2% Avoiding Admissions List discussed with suggestions that A & E costs to be published on website (SP to review with GP's).

1. Date of next meeting – Wednesday 16th September 2015 at 15.45pm at The Tardis Surgery.

Minutes submitted by: Carol Burnett

Minutes approved by: Susan Pyatt