

The Grove Surgery PPG
Minutes

Attendees from Providence Group/Grove Surgery:

Sam Gauntlett - Communications Officer, John Gregson - Practice Complaints Manager

PPG Committee :

Barry Short – Chair, Ron Lee - Vice Chair, Sally-Ann Fowler - Treasurer, Jan Cornell - Secretary

Members:

Eric Webb, Sandra Wateridge

Apologies:

John Priest, Irene Smoke

Agenda item / Speaker	Comments made	Actions
ALL - Introductions and apologies.		
Previous minutes approved by Committee. PPG notice board poster to be kept updated following each meeting. T.V. Screen in waiting room.	Notice board poster to be taken down prior to each meeting and updated. Proving successful with information displayed. ‘Meet the Grove’ event was deemed a success, it was acknowledged the poor weather on the day impacted attendance, also recognised poor advertising of the event attributed to the poor turn out. However it was acknowledged any future events to be wider advertised.	No actions
Matters arising.	Nothing outstanding.	

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<p>Items for discussion Finance update, S-A.F.</p>	<p>Sally-Ann provided update on finances –financial statement provided.</p>	<p>J.C. & S-A.F. to follow up.</p>
<p>Patient Feed back report, S.G.</p>	<p>No update on closure of FROGS account and transfer of remaining monies to Grove Surgery account 05/09/2018 S.G. confirmed no transfer of monies to Grove account has been made.</p>	
<p>Chair Report B.S.</p>	<p>Sam provided comprehensive report taken from feedback resources such as NHS choices and friends and family test - negative feedback analysed and actions taken. Grove Surgery family and friends test recent results indicated an increase in patients likely to recommend The Grove Surgery. This was also reflected in the feedback left on NHS Choices website.</p>	
<p>Questions to Committee/Practice - all.</p>	<p>Barry reflected on the aims of the PPG and the terms and conditions the Committee had agreed and signed up to. It was highlighted the first year of the Grove PPG had been a success and a significant amount of positive work had been achieved.</p>	
<p>General discussion - all.</p>	<p>Sandra Wateridge advised she had learnt a great deal about the Surgery and had a better understanding of how the Surgery works. Sandra felt this should be wider publicised.</p>	<p>S.G. noted the following</p>
<p></p>	<p>J.C. felt it would be beneficial for the telephone answering system to have a facility to advise the caller where they were in the queue, waiting for their call to be answered. J.G. advised some of the Dr’s within the practice were extending the length of their appointment times to alleviate the frustration of patients being kept waiting past their appointment time.</p>	<p>.....</p>
<p></p>	<p>Eric Webb suggested a visual board informing patients the Dr was available to see them as opposed to the Dr having to leave the consulting room to call the patient in from the waiting room, also board displaying photographs of staff and identifying job roles would</p>	<p>.....</p> <p>.....</p>

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	be beneficial to patients , many patients have no knowledge of who is who within the practice and how many Dr's are now working at the surgery.	
Any other business S.G.	Sam advised the Grove Surgery have been accredited as being a Dementia Friendly Surgery- Staff have received training in dementia awareness and the practice has been recognised for clear signage and recognition of use of dementia friendly colours, all to assist patients with a diagnosis of dementia .	
Suggestion and plans for activity 2019	For discussion at next meeting.	
Next meeting	30/10/2018 18.00-19.00 any items for agenda please advise J.C. by 27/10/18	
Thanks	Thanks to all who attended and contributed.	