

• **MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

29<sup>th</sup> January 2013

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**PRESENT:**

**Lesley Wilson – Practice Manager**  
**Florence Gunn – Nurse Practitioner**  
**Sheila Brown – Patient**  
**Tim Wright – Patient**  
**Kay Marshall – Patient**  
**Gaynor Mitchell – Patient**

**ACTIONS**

- Propco – rent issues – increases in site fees. No follow up from solicitors. No response from PCT
- Practice leaflet on website - ? download version
- Sainsburys – service discontinued
- Joint survey – no response. Further date to be discussed at joint meeting.

**ACTION PLAN UPDATE**

- Educational sessions
- Communication
- Meeting to discuss roles in practice.
- Aims and objectives – health promotion room
- Structured sessions COPD, Heart Disease etc.
- Which chronic disease – what subject
- What time of day
- Who are the sessions aimed at

**PUBLICITY**

- Who sponsors – add choice of topics to questionnaire/ ask other practices what topics they would benefit from

**PRACTICE WEBSITE - ISSUES**

- Some minutes missing
- No action plan
- Practice newsletter

**ACTION CF**

**IDEAS FOR NEWSLETTER FROM P.P.G.**

- Deadline for application of entries
- Links to other organisations
- Learning difficulties
- Theme LD on month **ACTION GM**
- Synopsis on site **ACTION CF**
- Encourage website use to involve younger people
- Suggestions on newsletter

- Veterans Service
- Directory of service.

### **PRACTICE UPDATE**

- Survey needs condensing – agree survey.
- 15 questions
- Add if you need alternative language
- Final comments – deadline

### **STAFF**

- Dr Brown is retiring
- Debra Walker is new member of reception staff

### **INFORMATION WHEN PRACTICE CLOSED**

- Voice mail at TITO
- Dates for TITO on website
- Appropriate wording on message service
- 111 service

### **AOB**

- Date for next meeting – CF to arrange.