

**The Evergreen Oak & Creekmoor Surgery
Patient Participation Group (PPG)
Wednesday 12th October 2016 – 6.00 p.m.**

MINUTES

Present

John Porter – Patient
Elizabeth Kirk – Patient
Elizabeth Brocklehurst - Patient
Paul Shearing – Patient
Sarah Chapman -
Rachel McCready – Practice Manager
Tracey Turner – Receptionist/Carer's Lead

Patient Survey – Progress to Date

Rachel reported that so far we have had a brilliant response to this year's patient survey. The nurses had given every patient a survey to complete during flu clinic and the majority were completed there and then. Jean had attended one flu clinic to help with promoting the survey. Survey forms were also being handed out by GPs and receptionists.

An initial analysis had been carried out and this was discussed and suggestions put forward also discussed. One good idea was a cardboard cut-out of a car to promote the Evergreen Oak Friends of the Practice. Also discussed further promotion of FOP through the newsletter and via the website.

Despite the initial high responses, the group agreed to continue the survey to the end of October. The results would then be fully analysed and sent to the group for comment. Paul suggested matching the grouped ages against the actual registered patients in the age group to gain a percentage of returns received. It was agreed this could be done as part of the analysis.

Ideas and thoughts for next year's survey. The following were put forward by the group as lessons learned from this year's survey:

- Ethnic diversity had been missed from the survey form – include next year.
- Look at producing in other formats eg large print. This would meet Accessibility Standard.
- Promote via a display on the waiting room notice board.

Sarah Chapman – Health & Social Care Co-Ordinator

Sarah introduced herself to the group and explained her role. She is one of a team of Health & Social Care Co-Ordinators employed by the Borough of Poole to provide help and support to a group of practices across Poole. Her role is a developing and evolving one, but primarily she will:

- provide support to Multi-Disciplinary Team (MDT) Meetings for our vulnerable patients, ensuring agreed actions are dealt with;
- provide a link with Social Services to ensure the social needs of patients on the vulnerable list are met;
- link with voluntary organisations such as befriending services;

- look at hospital admissions and provide a link back to the GP.

Any Other Business

Carers' Group

Tracey to agree a date for the next Carer's Group in December. *Action Tracey*

CQC

The group was informed that the long awaited CQC visit would take place on 26th October. John, Linda, Paul and both Elizabeth's volunteered to come in to meet the inspectors and represent the PPG. Rachel to make contact once she has more information on the visit. *Action Rachel*

Newsletter

The group suggested that the results of the survey should be included in the next newsletter. Also to email out the newsletter to all patients for whom we have an email address. It was agreed that this was possible to do.

Staff Photo Board

The group are keen to reintroduce this. It was explained that the reason it was removed was due to having time to keep it up to date. Rachel agreed to discuss with the partners. *Action Rachel*

Patient Information

The group discussed having a TV screen which could promote health promotion and could introduce the new GP trainees. Also the possibility of having a health information area/corner with information on specific disease areas. This could possibly be a project for Grant, our apprentice. Would need approval of partners. *Action Rachel*

Date of Next Meeting

Agreed the date for the next meeting and have planned the following for the coming year:

11th January 2017

12th April 2017

12th July 2017

11th October 2017