

## **Minutes of PPG Meeting 15/09/14**

### **Present**

Elizabeth, Monica, David, Sally, Graham, Helen, Jean.

### **Apologies**

Walter, Monica Dennis, Marion, Roger

### **Introductions**

We all introduced ourselves and filled out a new PPG list.

### **Gary Update**

#### Pharmacy.

It is in the hands of solicitors. "Lack of professionalism" was given as the reason for them leaving. For now the pharmacy will allow more room for waiting. There is the hope that the new building will take place.

#### Surgery information.

2 new doctors are joining the practise.

Dr Sam Haridas who has lots of experience. Will be doing 8 sessions a week from the end of October.

Dr Zoe Hutchinson (aged 29) will be doing 8 sessions a week from November onwards.

Dr Green will be around until the end of October.

Dr Sanders will be around until end of November.

Dr Bolina is back from paternity leave and annual leave

Karen is the new Healthcare Assistant who is helping with the anticoagulation clinic.

Triage training has finished. For now triage nurse is helping to establish Karen so the triage is not yet in session.

#### **PULSE.**

A BP monitor is to be handed over and they wish to have a PPG and doctors available for photos as it will be in the press.

### **NHS Choices website.**

There have been 7 negative comments left on the website about St George's Medical there are only a few positive comments. Please can we encourage everyone to leave comments on the website truthful but preferably positive.

### **Friends and Family Survey (Sally provided the information)**

All patients are to be asked a single question. "Would you recommend the services you have received today to your friends and family if they needed similar services. (Copy of survey question given out) There are 5 options to respond.

The survey will be available by the self service check in- people can pick up and complete. We do not need to do a survey.

### **Plans for next year.**

(Elizabeth) Support peer groups for long term health issues. Sally pointed out that the Carers group meeting at the pub has more or less folded due to lack of support.

Wear it Pink (Sally suggestion) Have a cake stall to raise funds for Cancer Research. Macmillan put on hold due to surgery issues).

PG board Jean would like to continue as required. Monica Dennis wants to withdraw unless help is required on computer.

### **AOB**

The JX board has died beyond resurrection .Enquiries have been made regarding a 46/50 inch screen. The screen would give patient information, items on stop smoking, staying healthy etc Patient call would be displayed.

It is hoped to empty the room of all notice boards once the screen is installed.

PG board. Sally is happy to do with the flu vaccinations dates and cake notice.

The screen will hopefully be in during November.

Next meeting 10<sup>th</sup> November at 6:30