

## Wheatfield PPG Meeting Minutes

26 November 2018

Meeting Room, Wheatfield Surgery

**Present:**

Kelly Houghton	<b>KH</b>	
Barbara Betts	<b>BB</b>	
Anne Purle	<b>AP</b>	
Jennifer Henry	<b>JH</b>	
Bethany Henry	<b>BH</b>	

**Apologies:** Louis Magnan

Agenda Item	Papers
<b>Minutes of last meeting</b>	Not available
<b>Introductions</b>	<ul style="list-style-type: none"> <li>Two new members to the group, Jennifer and Bethany Henry.</li> </ul>
<b>PPG recruitment</b>	We discussed recruiting more members to the group and how best to approach this. Continue to advertise in the surgery for new members. BH suggested a drop box and sign up sheets as it took them both a long time to queue to express an interest in joining. <b>ACTION – KH to organise.</b>
<b>PPG Member Elections</b>	<ul style="list-style-type: none"> <li>Once we have recruited some more members we will hold the AGM and elect officers, chair, vice, secretary etc.</li> </ul>
<b>Patient Satisfaction Project</b>	<ul style="list-style-type: none"> <li>KH explained the project that is now in patient engagement stage. KH explained how the new appointment system will look and shared the patient satisfaction document with the group.</li> <li>We had a lengthy discussion about positive changes we could make to benefit the service to patients including avoiding queueing for elderly immobile patients, more pre bookable appointments, and taking admin away from reception which clogs them up.</li> </ul>
<b>How can you help?</b>	<ul style="list-style-type: none"> <li>BH very kindly agreed to spend some time during the week in the surgery speaking to patients about the forthcoming appointment system changes, BH suggested a leaflet drop to the elderly vulnerable patients to warn them of the changes and advising them that it wont be necessary to come down the surgery in the mornings to queue to obtain an appointment. <b>ACTION KH draft a leaflet and circulate. JH/BH leaflet drop?</b></li> </ul>
<b>Next Meeting Dates</b>	<ul style="list-style-type: none"> <li>Monday 14<sup>th</sup> Jan @ 6.00pm</li> </ul>