

## Synopsis of PPG meetings held since January 2013

### November 2014

- The group agreed on the comment cards and posters to be used for the Friends and Family Test.
- Action Plan Updates

**Priority 1** Group members will attend Health Visitor Clinics in the New Year.

**Priority 2** Selby College are not able to help with the production of the newsletter for the elderly as their projects are planned a year in advance. A group member will approach a media student to see if she can assist.

**Priority 3** The figures for patients who failed to turn up for appointments were reviewed

### October 2014 meeting

- The group agreed to set three main action plans for the coming year.

**Priority 1** Following work on patient demographics and the recognition that one of the hardest to reach groups in terms of membership is those with young children, it was agreed that some members of the group would attend the Health Visitor clinic on Friday mornings to discuss with families any improvements/changes that would be of particular value to them.

**Priority 2** Publish a newsletter for elderly patients twice yearly.

**Priority 3** The Patient Participation Group felt strongly that they want the practice to continue to work on reducing the number of patients who fail to turn up for appointments.

- The group discussed the introduction of the Friends & Family Test and it was agreed to ask a qualifying question as well as demographic questions.

### July 2014 meeting

- The group viewed a power point presentation and were provided with feedback from the National Association of Patient Participation Groups Annual Conference which was attended by two group members.
- The communication strategy was reviewed and it was agreed that communication had improved since its introduction.

### January 2014 meeting

- The annual survey results were reviewed and an action plan was agreed.
- The PPG logo was reviewed and unanimously agreed by the group.

### November 2013 Meeting

- The Group considered a draft of the next Patient Survey due in December and provided comments on the wording and layout.
- Several designs for a new PPG logo, created by PPG members, were considered and further work commissioned to test out the usability of the preferred designs.
- Members considered the recent advice from the Care Quality Commission about the newly instigated practice inspection regime and agreed to have further discussions.
- PPG members were updated on the newly introduced electronic data sharing arrangements and the impact for both patients and practice alike.
- PPG members thanked the Practice staff for an excellently run Flu Day.
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### July 2013 Meeting

- We discussed the planning for the forthcoming Flu Day and support arrangements to recruit new members
- Members came forward to work on the design of PPG notice board and the future time tabling of key messages.
- Further changes were suggested to several of the Website pages to inform patients of support facilities available locally, and access to out of hours/emergency services.

### **May 2013 Meeting**

- The current development version of the SRMC website was discussed and after final tweaking would go live. PPG members expressed their thanks for all the hard work undertaken with the practice
- It was agreed that the PPG would join the National Association for Patient Participation

### **March 2013 Meeting**

- The Action Plan from the patient survey was shared and approved. It was agreed that the action plan would be distributed via the TV screen in reception, the SRMC website and by hard copy
- Website development: following the previous meeting and work done by the IT manager it was agreed to approach an external provider with a view to presenting a new layout for delivery in summer 2013
- It was agreed to invite three patients to join the group and to begin the process of creating a virtual group

### **January 2013 Meeting**

- Members discussed the raw data from the December 2012 patient survey and agreed that a synopsis should be produced.
- Key issues identified for action were the telephony, development of a restructured website and improved information/education of patients