**Kensington Street Surgery Practice Participation Group**

**Agenda**

**Wednesday 26th April 2017 3pm**

1. Welcome
2. In Attendance
3. Matters for discussion

Inviting patients to participate in PPG

Telephones – Busy Periods

Appointments - Planning

Terms of Reference

Local PPG Meetings

4. Admin etc:

Comments box

Notice Boards.

Minutes of Patient Participation Group Meeting

Wednesday 26th  July 2017 3pm

**PPG Chair: Sam Mcmillan**

**Staff: Dr I A Gilkar Nicole Holmes Philip Edwards Shahnaz Begum**

**Apologies: Dr Qureshi Mr Douglas Boocock Mr Kevin Fuller**

Dr Gilkar opened the meeting and thanked everyone for attending.

Apologies were given on behalf of Dr Qureshi, Mr Boocock andMr Fuller who were unable to attend to prior commitments.

Everyone introduced themselves and Mr Mcmillan was welcomed to our very first PPG Meeting.

Dr Gilkar discussed ideas with the group on how to invite patients to become involved with the Practice and participate in the PPG.

Dr Gilkar and Nicole agreed it would be a good idea to promote the PPG on notice boards

And also telephone patients to ask if they would like to be involved in the PPG.

The practice could also send out invitation letters asking patients if they would like to join.

The letter should be short enough to fit on one side of paper.

We could have a logo that could be medium size and the words “ Patient Participation Group” larger and in bold, to emphasise the letter is from the PPG rather than the Practice.

Sam mentioned the difficulty in obtaining appointments due to the telephone lines being busy. Nicole informed that there are times when the surgery is especially busy ie: peak times being morning and explained that there are 4 members of staff on duty at those times

manning the front desk. Nicole stated she would explore further options that could help

with the telephones.

Sam also mentioned his difficulty in getting an appointment.

Nicole explained all the extra GP sessions we have at the surgery since Dr Gilkar took over.

Patients can book appointments from 9.00am onwards for same day. Also on line booking is available too. It was agreed that this was quite a difficult area as many people don’t have access to the internet.

Dr Gilkar and Nicole decided to leave things as they are but would keep monitoring developments in regards to appointments and would bring data to the next meeting.

Dr Gilkar had already read the PPG Terms of Reference and the rest of the group were satisfied with them too, but if any adjustments were required they would be discussed at the next meeting.

Nicole and Shahnaz mentioned the positive experience they had had by attending other PPG Meetings in the area and neighbouring Practices. Nicole expressed how it would be a good idea to exchange ideas and for practices towork together to improve services in order for patients to benefit and raise more awareness of the importance of promoting healthy living and care.

Nicole suggested it would be a good idea to have a comments box near reception to gather feedback from patients.

End of Meeting.

Next Meeting Wednesday 26th July 2017 at 3pm.