



Red House Surgery - Patient Participation Group

Minutes of meeting held on Tuesday 28th July 2009 @ 6pm

Present:

Patient representatives: Mr N Vaughan, Mr M Whitehand, Mrs M Grant, Mr G Lee, Mrs T Rampello.

Surgery representatives: Dr N Fagan, Dr L Marchand, Mrs S Hodkin, Mrs S Oak & Mrs J Hanlon.

Apologies: Ms A Carlton, Dr P Staten, Dr H Muhsin, Mrs C Cartwright & Mrs D Andrews

Introductions took place to those new to the group.

As suggested at the previous meeting name badges were distributed which had been kindly donated by Nigel Vaughan from City Print.

Unfortunately, due to the lack of members attending and the fact that no one has put themselves forward as chairperson or minute taker no one was elected. This led to much discussion on how we can best promote the PPG and recruit new members.

It was noted that the notice board with information and the comment box has been installed but so far this has not generated much interest. A couple of people have made contact via the website and have been provided with information and an invitation to attend but for some reason they have not yet attended. It was felt that this could be seasonal but obviously further work is necessary to swell numbers.

Suggestions made and agreed to achieve this were to:

Hand out flyers to patients attending the surgery

Existing PPG members to attend the surgery to hand out newsletters to patients and introduce the idea of the PPG

Personal invites by doctors, nurses, receptionists, physio and health visitors etc, time allowing during face to face contacts.

Personal written invitations to anyone who staff or our PPG members think may be interested

Allison Carlton had suggested contacting Make a Difference (MAD) who has membership of young people in MK who undertake voluntary work and may have Red House patients who may be interested in joining the PPG.

It was noted that the book sales for July with some existing funding from previous months has reached £85 and Sandra was congratulated on a good job so far. Discussion took place over the slip to be inserted inside each book which Christine had suggested and the content on her draft was agreed although it was felt we should add a bit more information about the role of the PPG again to try and encourage patients to join.

Brain storming was suggested and demonstrated by Michael and all agreed that this may well be worth using in the future when we are trying to gain ideas from an expanded membership. Nigel F suggested concentrating on one topic as obviously time is limited at these meetings.

The draft newsletter produced by Allison was circulated and generated worthwhile discussion on the content and also suggestions for additional information such as pharmacy hours, names of practice staff, hints and tips from clinical specialists such as physio and health visitors. Jane said that she had further information to add such as dates for the flu clinics, the book sales, the website and details of new/leaving staff. Geoff suggested that pictures were very useful and suggested several pictures per copy if possible.

It was agreed that the logo for the newsletter does need to have the coloured red house incorporated as it was felt that this image will be important and make the newsletter eye catching to patients. The quantity for print was discussed but no firm decision on numbers was made but it was agreed that although we don't want to waste money by having too many printed it is important that we reach as wide an audience as possible with all this important information which we want to publicise.

It was agreed to keep the meetings limited to no more than 1.5 hours.

It was agreed to continue meeting regularly until the group is more established but to not organise a meeting in August but to organise an open meeting for the 29th of September and invite speakers to attend from neighbouring PPG's and to use the intervening weeks to generate interest (as mentioned above) and invite people to attend this meeting where they can hear from others who are already running successful PPG's. The speakers can give a presentation for the first half an hour followed by general discussion by any people who wish to remain. (The date for this meeting may be changed subject to the speaker's availability)

Although attendance was low this evening Maureen felt the group had done well considering we have only had three meetings and we are still getting to know each other it was agreed that the newsletter which was our first objective has been achieved and should prove beneficial for all. Our next objective will be to recruit more members.

The meeting was concluded with everyone thanked for their time and continuing enthusiasm.