

Minutes Limes Medical Centre PPG

Date of meeting: 8th May 2015, 6.30 pm, downstairs at the surgery.

In attendance

Alan Lloyd
Jane Martin
Jessica Marsden
Dr J. Southcott
Katie Williams
David Hoon

Apologies

Sharon Parkes-Rolfe
Graham Bishop (new member)
John Stocks (standing apology)

Membership

A potential new member, Graham Bishop, had come forward to join the group. David had contacted him and was unable to make the meeting this time.

As Donna Cope had missed a few meetings, *David agreed to write to her.*

Since the last meeting, no further new members have come forward.

Minutes of previous meeting

Alan asked if additional wording could be included within the minutes of the AGM under Point 3 relating to the weekend opening pilot. The additional wording was agreed by the meeting. *Alan will modify the minutes accordingly and re-issue.*

Minutes of last meeting of the PPG held on March 13 2017 were read and agreed as being an accurate record.

Matters arising

The NAPP Certificate on the noticeboard has expired. *Surgery staff to arrange for this to be replaced with an up to date one.*

Alan reported the results analysis of the previous survey are outstanding. *Alan agreed to contact John Stocks, who has the results.*

Next survey

Meeting agreed to launch the next survey in October 2017 and have actions arising from the survey listed by end of March 2018.

It was agreed the target number of completed surveys should be around 5% of the surgery's total number of patients. This would equate to a target of 400 completed surveys. (Total number of patients registered at the surgery, approx. 7900 – Dr Southcott).

A discussion on the questions to ask ensued and it was agreed the following questions would be included:-

- As we no longer provide a Saturday and Sunday service what hours (outside of our normal opening hours) would you like your surgery to be open.
- *From David.... Apologies but I have a poorly written note about to include a question about "services". My bad. Could I ask for some help what to write please, and I will add to a updated/revised set of minutes.*
- When you attend the surgery, would you like to see a display which tells you whether your clinician is located upstairs or downstairs.

Although the final question could be included, Alan felt it may be a better question for next year's (2018) survey.

The survey to be developed further at the next meeting

Patients and on-line access

A question was raised about on-line access for patients registered with the surgery. *Katie will report the %age of patients with on-line access to the next meeting.*

Dr Southcott said the Limes Medical Centre has one of the highest percentages of patients with on-line access in the area.

Any other business

Katie will look into the possibility of adding a short profile of each member of staff onto the wesite and report to the next meeting.

No suggestions had been placed in the Suggestion Box. David requested a sign be placed above it advising it was a Suggestion box, because it's purpose is not obvious from eye level when seated.

Next meeting

5th June 2017, 6.30 pm, at the surgery.