

**Sheepcot Medical Centre
Notes on PPG Patient Meeting
19th March 2018 at 6pm**

Present

Steve Macaulay Chair
Sharon Carter
Brenda Hall
Barbara Johnson

1. Introduction and Apologies

Apologies were received from Jack Alvarez and Stephen Hill.

2. Minute taking

Barbara Johnson agreed to take the minutes.

3. Matters arising

The PPG Minutes have been forwarded to Nikki to put on the PPG Website and Steve has put them on the PPG notice boards in the Surgery. We need to agree likely timescales for implementation of a process to advertise future PPG agendas and minutes. The date of the next PPG meeting could be highlighted to attract attention and also to serve to promote the PPG to those interested in joining.

The last meeting had missed the contribution from Dr Jackson, who had to be elsewhere. Steve reported that Dr Jackson had apologised for failing to attend the previous meeting, but on returning from holiday he had had to undertake scheduled rota duties.

4. Revised Practice website and PPG content

The progress in developing the PPG part of the website seemed slower than we would have liked, perhaps partly because Nikki Chamberlain was using the web developers services company as well as time being limited by Nikki's other duties. It was expected that results of last year's pilot patient survey would be also added to the website, along with a list of recent PPG activities.

5. Launch of online PPG Patient Survey

Nikki Chamberlain had set up the online survey tool, Survey Monkey, to take forward to the main patient survey. PPG members had commented on the draft survey wording. It was hoped that the survey, using 10 questions and limited to 100 respondents, could be used more than once to achieve the required number of responses. Steve will investigate the steps involved in setting this up.

6. Targeting two patient groupings

Because of previous commitments by three members of the PPG, we cannot carry out the survey at the Baby Clinic until June 19th. By carrying out the survey, we hope to identify the needs of parents with young children registered at the Practice.

It transpired that Dr Jackson's contact at West Herts College was an HR person and it was felt that they may not be a suitable contact to carry forward our plans.

A possible alternative way to gain information from young people would be to target young people as they attend a surgery appointment.

7. Actions from Carers Meeting at Upton Road Surgery

Stephen and Steve went to the Carers meeting hosted by Upton Road Surgery and attended by PPG members from other surgeries in the area. The idea is to encourage more signing up on the carers register maintained by Herts Carers, resulting in helpful information for the surgery and better support for carers, such as offering longer appointment time slots and flu vaccinations.

Steve is to discuss with Liz what is involved for PPG members to assist in promoting registration and support for carers. This will help the PPG to agree their level of involvement. The group felt it was important that a carer's pack be given out as an important source of information and support for PPG members, as well as carers.

8. Actions to Set up 'virtual' PPG Members

A notice requesting volunteers to become 'virtual' PPG members can be put on the surgery PPG notice boards along with the PPG minutes and the agenda for the next meeting. Brenda agreed to take charge of this.

Steve will check with Nikki the feasibility of putting the agenda on the website ahead of the meetings.

9. Publicising PPG activities

The actions suggested in the other items will raise awareness of the PPG and its activities.

10. Future Meetings

PPG Practice Meeting – 9th April 2018 at 6pm

PPG Patient Meeting – 14th May 2018 at 6pm