

Minutes of the Tenth Meeting of the Patient Participation Group for the Tean and Blythe Bridge Surgeries held at the Blythe Bridge Primary Care Centre at Noon on Thursday November 20th 2014

Present:- Frank Hopley (Chair), Jane Bentley (Practice Manager), Nicola Pilling, Peter Jones, Derek Sederman and David Trigger.

1. Apologies

Jenny Perritt, Carole Hughes and Hazel Walker. Shirley Rawlins had resigned. Jane Bentley welcomed Nicoal Pilling from the North Staffs CCG.

2. Minutes of the last meeting on September 11th 2014

These were agreed and signed as correct.

3. Matters arising

There were no matters arising that were not on the agenda.

4. Questionnaire

It was reported that there was no necessity for an annual questionnaire of the type produced in the last two years and that Jane Bentley would arrange for Doctors Accreditations. These would aim at family friendly comments with a scale of appreciation ranging from unlikely to extremely likely.

5. Medical records for patients

By April 1st The Practice had to have started putting in place a system for centralizing on computer the medical records for patients. Jane Bentley asked for volunteers to collect the necessary permission forms from reception to help set up the system.

6. Nicola Pilling

Jane Bentley introduced Nicola Piling from the North Staffs CCG. She talked about many relevant topics concerning the PPGs. These ranged from recruiting members to having a membership scheme. She talked of having a Practice Newsletter which would advertise awareness sessions. She also suggested joining the National Association of PPGs. (She thought the cost would be about £40 per annum). She discussed the place of the PPG on the Practice Website and using posters at the surgeries to advertise PPG activities. The members gave their thanks to Nicola for her talk.

7. Grievance procedure

Frank Hopley asked whether there was an adequate grievous complaints procedure. Jane Bentley said that the necessary poster outlining the procedure was up in both surgeries. In the last full year, 2013, there had been 8 complaints from the 6,200 patients in the Practice.

8. Date and Time of next meeting

To be advised but with, if possible, a focus speaker.

9. The meeting closed at 1.15 pm.

Signed.....

Date.....