



## Patient Participation Group/Wilsden Medical Practice

### Minutes of Meeting 7<sup>th</sup> March 2016

1. **Welcome:** Wendy welcomed Suzanne to the meeting. She is the new Assistant Practice Manager.
2. **Present:** Wendy Parkin, Christine Stephenson, Gill Leather, Judith Fenton, Trish Smith, Anita Booth, Sylvia Fisher, Jenny Lightowler, and Suzanne Smith
3. **Apologies:** Dave Moore, Margaret Andrews, Ruby MacDonald, Joe Jagger, Michelle Eastwood
4. **Minutes of previous meeting 1<sup>st</sup> February 2016:** The minutes were approved.
5. **Matters arising:** Covered on the agenda.
6. **Treasurer's Report:** £53 in account.
7. **Parish Council grant:** now provided the through Quality Premium Funding. Michelle confirmed we can soon order
8. **Practice manager issues:** Michelle had sent an email saying that  
*"the systmone online appointments should all be working now, this was an IT problem with our staff smartcards and all fixed. The Wilsden Medical Practice website is being tidied by Suzanne, we both require some training with the internet provider but hoping for all info to be updated and relevant from April onwards – apologies this has taken some time"*.  
Suzanne confirmed that she is working on the website update. She also informed us there is a 'patient handbook' at reception. Queries from a patient about various services such as  
1. problems when no computer access /2. difficulties in booking a doctor of choice/ 3. request for a doctor rota to be provided. Suzanne to look into these but said that appointments are already available two weeks ahead for doctor of choice.
9. **Report back on meeting with Dr Wilson:** Copy of meeting notes given to everyone. Attached for those who could not attend today
10. **E-technology/data design and analysis:** Dave unwell so unable to attend today. Judith willing to help out with data analysis
11. **Updated member details:** Thanks to Dave for updating
12. **Request for a visit from Bingley:** agreed in principle
13. **School's survey:** Jenny updated and latest questionnaire circulated. She will deliver on behalf of the four practiced involved. Jenny also met with PPG member from Low Moor regarding this survey
14. **Warfarin survey:** nearly completed

- 15. 'Hard to Reach' survey:** Work done on this at earlier meeting. Various members looking at how to circulate such as through pharmacies, nurses etc. Wendy to amend the beginning. To finalise at next meeting
- 16. Telephone survey:** Chris proposed an outline on how to proceed and when completed will circulate to everyone
- 17. 'Pharmacy First' evening:** Still awaiting confirmation of which GP will take part and also agreed to open to other practices
- 18. CCG/Network report:** Dates given for network events and Wendy to do a report on CCG work at next meeting
- 19. Admin etc:** Notice boards, magazines, 'comments' boxes all up-to-date
- 21 AOB:**  
Next meeting to look at PPG Awareness Week and decide whether to have a display and whether to incorporate a 'post-it' survey  
To look towards recruiting again as not replaced Joanna
- 22 Dates for next year: 4<sup>th</sup> April (AGM also); 9<sup>th</sup> May; 6<sup>th</sup> June; 4<sup>th</sup> July; 1<sup>st</sup> August; 5<sup>th</sup> September; 3<sup>rd</sup> October; 7<sup>th</sup> November; 5<sup>th</sup> December**

#### **Pending List**

**Information leaflet – need to decide on funding and whether to make into a newsletter including Practice information**

**Diabetes, obesity, self care evenings**

**Open day**