

# Wilsden Medical Practice Patient Participation Group Minutes

**Monday 3<sup>rd</sup> October 2016 1.00pm – 2.45 pm**

1. **Welcome:** Wendy welcomed everyone to the group.
2. **Present:** Wendy, Jenny, Gill, Margaret, Judith, Dave Trish, Jamie and Suzanne.
3. **Apologies:** Chris, Anita, Sylvia, and Michelle.
4. **Speaker Helen O'Hara:** Cancelled due to ill health.
5. **Minutes of meeting of 5<sup>th</sup> September:** approved.
6. **Matters arising:** Dealt with in agenda.
7. **Treasurer's report:** Ongoing.
8. **Practice Manager Issues:**
  - Concern re: abuse to reception staff/health and safety
  - Reported on numbers, so far, at flu clinics
  - 'Friends and Family' promotion after surge from flu clinics
  - Update on new telephone system – nearly completed
9. **Flu clinics:** Sat 24<sup>th</sup> Sep W&C both very successful
  - Also afternoon clinics: 4<sup>th</sup> Oct (C), to be covered by Margaret 13<sup>th</sup> Oct (W) to be covered by Gill.
10. **Meeting with reception staff:** Wendy & Dave reported on the meeting. Very positive.
11. **Village show feedback:** Were good - Harden location not good for getting tables etc. on site.
  - Men's survey responses good. Dave to analyse.
12. **Feedback to Practice:** 2<sup>nd</sup> November pm. Time TBC
13. **E-technology/data design and analysis:** Ongoing
14. **Student slot:** Students did not attend.
15. **Recruiting New Members:** Ongoing. Table display?
16. **School's survey:** Debating whether to do alone, or joint survey for 2017.
17. **'Hard to Reach':** To be reviewed.
18. **Table display in waiting room:** Ongoing, maybe November?
19. **General Practice Access Plan/planning meeting for March 2017:** Ongoing
20. **Terms of Reference:** Deferred to later date.
21. **Local PPG's Meeting:** Jenny may have to withdraw.
22. **CCG/Network Report:** Wendy updated the group.
23. **Admin:** All covered. No comments this month.
24. **A.O.B.:**
  - Group Christmas Meal:** Tuesday 6th December 18:30 for 19:00. Trish booking at Dog & Gun, but needed £10.00 deposit per person. Collected from most.
  - End of Life Course:** Next year
  - Open Evening/Day:** Separate tables/areas for different issues.

**Dates for year:** 7<sup>th</sup> November; 5<sup>th</sup> December.