

APPLETON VILLAGE SURGERY

PATIENT PARTICIPATION GROUP

NOTES OF THE MEETING ON 30th MARCH 2017

Present

Diane McCormick (Chair)
Anita Corrigan (Practice Manager)
Ken Ainsworth

Maureen Kerry-Lewis
Chris Sheen
Linda O'Neill (Secretary)

Apologies

Gill Shepherd
Dawn Nichols
Des Chow, CCG

Victoria Morton
Kristine Pluger, (Wellbeing)

1. **Welcome, Introductions and Apologies**

Diane welcomed the group and apologies were noted.

2. **Actions from last meeting**

All actions have been completed.

3. **Ratification of minutes of last meeting**

The minutes of the last meeting were approved.

4. **Community Wellbeing Practice Update**

The noticeboard has been updated and includes the latest wellbeing programme.

5. **Information Governance – Review of Information provided to patients**

The group reviewed the website information and written patient information in line with IG requirements 14-212 and 14-214.

A number of queries were raised by Diane and following discussion the group was satisfied with the level of information provided to patients.

It was felt that some of the documents provided should be available in larger font size to meet the needs of poorly sighted patients. Anita will address this.

Action: AC

6. **On-line Access to Services**

The question was raised about the amount of information needed to enable patients to access on-line services. It was stated that this level of information was needed to enable the Practice to verify the identity of patients.

The on-line services provide access to booking appointments, ordering repeat prescriptions and accessing medical records. A password is required to access medical records and this will be sent to the patient approximately 2 weeks after applying.

The appropriate form for requesting on-line access to services was provided to every member of the group.

7. **Premises Update**

The process is no further forward. The CCG want a patient survey in addition to having the proposed events. The CSU, who is leading on patient engagement, has submitted a quotation to the CCG for the survey, however the CCG and CSU are in debate about the survey. The survey will consist of 3 questions. Anita will forward the questions to Diane.

Action: AC

The planned events have been postponed and due to GP availability they will not be rearranged until after the end of May.

8. **Patient Comments/Compliments**

There were no comments from the patient comments box. Some compliments have been received for the prescription and reception teams. The FFT result for March to date is 94% of patients are likely to recommend the practice.

9. **Round the Table**

- 9.1 The practice has 2 new members of admin staff who have been recruited as part of ILM Return to Work Scheme by Halton Borough Council with funding from EU.
- 9.2 Chris advised that he will be moving from the area sometime in the future so at that time he will resign from the PPG. He will give formal notice when he has a date for moving.
- 9.3 Halton People's Health Forum has 2 events planned. The first will be held on 6th April, 5-7 pm in Runcorn Town Hall. The second will be held at Riverside College in Widnes on 25th April. The second date will consist of 2 sessions between 10am and 3.30pm.

9.4 No one from the PPG attended the last PPG Plus meeting. Diane asked if someone from the group will attend the next meeting when the date is known.

10. **Date of Next Meeting**

The next meeting will be held on Thursday 27th April 2017 at 6.30-8.00pm, in the surgery waiting room.