

# REDWOOD HOUSE SURGERY PATIENT PARTICIPATION GROUP MINUTES

MONDAY 19 MAY 2014

Present:

Mrs Holmes, Janice Roberts, Linda Burton, Julie Hart

Liz Haynes, Sue Trillow and Lynn Pucill

Emily Wigginton – virtual group member

Apologies:

Joleen Newton

- Liz gave out copies of the General Medical Services Contract 2014/15 regarding Patient Participation Groups and made us aware that the practice needs to identify and follow through on three actions from patients, called "Friends & Family". This has to be implemented in October so we need to decide whether to start it now or wait until nearer the time. Julie & Janice will be attending the regional PPG meeting next month so will feed back on what other surgeries are doing.  
One action that has previously been suggested is a touch screen in reception for patients to check-in.  
Liz will arrange a suggestion box in the waiting room for patients to give their ideas and Julie will put a notice on the PPG board asking for patients' views for the suggestion box.  
Each group member will think of four questions that could go into the suggestion box and email to Julie.
- Julie will put a notice on the PPG board asking for new members. We can also ask for members of a virtual group who can be emailed for their views and suggestions as not everyone is able to come to meetings in the daytime.  
A letter explaining how the group operates and asking if patients would be interested in joining will be attached to each new patient registration form.  
Lynn will ask patients if they would like to join when they visit her at the practice and give them a form to complete. She will also ask for comments for the suggestion box.  
Julie will collect all completed forms from reception.
- We discussed the Claires Court Proposals and how they may impact the surgery with regard to extra traffic on Cannon Lane and possibly more patient demand on the practice services.

**NEXT MEETING: WEDNESDAY 27 AUGUST 2014 1.15PM**