

MINUTES OF THE PPG AGM HELD ON 29th January 2018

Members Present: Naina, George, Beryl, Hyacinth and Tracy.

Apologies: Beverly, David, Shani, Karen, Avril, Pam.

ITEM	DETAILS	ACTION BY
<p>1. Matters arising from last meeting</p>	<ul style="list-style-type: none"> • Minutes of last AGM meeting of 27th November 2017 agreed. No corrections • Actions None. 	
<p>2. Agenda Items</p>	<p>a) Items from Karen</p> <ul style="list-style-type: none"> • 2nd Phase of 'Spending Money Wisely'. • Prostate –George to contact Karen re assisting stuffing envelopes and collating the responses. • New GP's –3 people interviewed by Dr Clark & Dr Sood for the vacant posts. 2 were offered jobs but declined the positions. 1 person wanted more dialogue. • Patient Experience survey is ready to be rolled out to patients. PPG will attend surgery and help patients complete the forms. <p>b) Suggestion Box Beryl reported no responses from patients. Tracy suggested that to get a response from patients they could post their comments online on our website. Naina stated that we could put the PPG's email address on the screen for patients to send us their comments. Naina will speak to Karen re this.</p> <p>c) Newsletter Naina managed to open the newsletter but stated it needed more content i.e. Pictures to make it a more attractive read rather than just plain text document. Hyacinth & Shani to get together to look into.</p> <ul style="list-style-type: none"> • The PPG aims to produce 4 newsletters per year on a quarterly basis. <p>d) Information Stands</p> <ul style="list-style-type: none"> • Naina reported that Palms Medical Centre had not had a meeting since we last meet so will discuss the Information Stand at their next meeting which will be on 30th January 2018. • Naina suggested it would be a good idea if we could have a PPG Stand in the Surgery over a couple of days to inform patients of what we do as a PPG and let them know that we are recruiting new members. • Naina asked if all members could provide her with dates when we are all free and also to use the time to give out the surveys. • All PPG members must remember that when working for the PPG at the surgery we must remember to complete the signing 	<p>Karen/George</p> <p>Karen</p> <p>All</p> <p>Beryl</p> <p>Naina</p> <p>Hyacinth/Shani</p> <p>Naina</p> <p>ALL</p>

	<p>in book.</p> <p>e) PEF & LEG</p> <ul style="list-style-type: none"> • Naina reported that the PEF is still up in the air. • Tri borough PEF meets every 6 weeks from 5-7 at Becketts House. • No response from Howard the coordinator of the LEG re no CCG representative. <p>f) Notice Board</p> <ul style="list-style-type: none"> • It was generally felt that the noticeboard needs to be revamped. Naina asked for volunteers who would be able to help David to coordinate. • Naina to speak to David re providing him with the names of PPG members willing to assist him with this task and give him their contact numbers. <p>g) A.O.B</p> <ul style="list-style-type: none"> • Patient Liaison Officer Hyacinth has agreed to undertake this role. Naina informed Hyacinth of the procedures of this role and that she will need to produce a report for the PPG. 	<p>Naina</p> <p>Hyacinth</p>
3. Future Plans	<ul style="list-style-type: none"> • Self Help Groups – try and start up for bereavement, mental health etc. • Revise communications & contact meetings with GP's of surgery 	
Meeting Closed	Date of Next Meeting: Monday 26 th February 2018 @ 7:00 pm	