

Willington Medical Practice Patient Participation Group (PPG)

Thursday 19th April 2018 at Willington Surgery, Kingfisher Lane

Present: Chris Baker, Joan Burton, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge, Sally Lovatt (secretary), Ann Wood,

Apologies: Christine Bould, Holly Goodrich, Colleen March (Vice chair), Louise Scheck, Val Shelton, Christine Thorne, Gareth Tully, Vic Wright

Roger Blanckensee attended the meeting and was introduced to the group.

From the last meeting

The minutes of the last meeting were approved. The minutes will now be posted on surgery website and PPG notice board.

PPG Leaflets

The leaflet put together by C Ba with useful websites that patients may use for health information has been approved by GPs. The fifth leaflet is a guide related to on-line services. Pe H will now follow up enquiries into the printing and distribution of our information leaflets. Harveys is one suggestion and the Resource another. HG has confirmed that there are 3870 households listed with patients as residents. PH also suggested contacting CCG if there are funds available to practices to promote health services. We would be willing to share information. (PeH, C Ba)

Mat at front door

Janitor Grey is the colour choice of mat and this has also been approved by GPs. (SL to liaise with HG)

Recorded messages on waiting room screens

HG and reception manager, Helen, have looked at waiting room screens and reviewed screen timing and agreed some screens are too verbose and are making plans to improve.

Text Messages

The length of the text message, sent to remind patients of the importance of not missing appointments, is limited by the number of characters allowed it has been suggested that the recorded message on the surgery phone is extended to remind patients of the importance of keeping appointments.

Tea Parties

The coffee morning held in April was well attended thanks to AW and JB and the exercise group.

Easter Raffle

This raised £440.

Fashion Show

A possible fundraiser held in the surgery and tickets sold. The only outlay would be refreshments (included in ticket price). Commission is paid if purchases are above a certain level.

(SL to investigate if staff are prepared to act as models)

Treasurer's report

£70 from books sales and £290 balance from the Easter Raffle received. £660 has been received from book sales this year. £1800 has been assigned to ECG device and £900 for? blood pressure monitor. Fred Spencer has kindly agreed to audit the accounts again this year.

Surgery Update

Work begins to establish a dentist that will be ready to open towards end of May. There will also be a service providing NHS and private optical and hearing services. This is a company normally providing domiciliary services but is piloting having a base in the surgery. The group wondered whether hearing aid servicing will be available rather than patients having to get to Hilton. (SL check with HG)

Any Other Business

JB had noticed an article in 'The Resource' called 'Meet the Teacher' and wondered whether the surgery could make use of this and suggested an article 'Meet the Practice Manager'.

SL asked for some money to update the children's corner with chairs and wall decals.

Posters were shared to promote the AGM.

Next meeting is Thursday 17th May 2018 at the surgery at 7pm and is the AGM

Agenda Items please forward to Margaret Contact: mhooley.hoolmarkprt@btinternet.com