

Minutes of PPG held on 17th October at 3.30pm at CCG.

Present. John Darker, Dave Gent, Richard Wood, Howard Perkins, Ian Wilson.

Apologies. Antonia Dewhurst, Victoria Clark, Sarah Roberts

Minutes . from 1st August – were agreed.

Matters Arising – only future of PPG -as on agenda.

Pocket Medic Launch - DG would like to attend and has the information.

Triage. Sarah's report tabled, regret expressed that the PPG has not been involved in any discussion and therefore is not in a position to assist with communication of this new initiative.

The question was raised as to whether the Triage is for a Trial period?

Waiting room visits by PPG. - Antonia's report was tabled with the following feedback. a) Online booking does not always work; b) Why is it not possible to book with the nurse online? C) Some new magazines with a wider range of interest would be good,

Male members of the PPG do not feel comfortable about asking patients their views in the waiting room, because they might be perceived as intrusive or threatening unlike the ladies,

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Future of PPG.

The meeting was unanimous in expressing concern particularly as all believe there should be no issue in working on the 4 objectives tabled by Sarah.

The meeting tasked JD to put the following points in a meeting with Dr Fisher since all wish to support what all believe is an excellent GP

surgery. However, the work of the PPG must be meaningful and we need to measure its success.

- 1) Is the PPG any longer wanted or needed?
- 2) If yes -what is its purpose?
- 3) Does the Virtual Group still exist and is this all that is needed, making the PPG redundant?
- 4) Who is running/managing the Virtual Group?
- 5) The group all felt that the presence of a Doctor/partner is key to the success of the PPG – but recognised that this could require moving meetings back to the surgery.
- 6) Meeting closed 5pm.

Date of next meeting is 5th December 3.30pm.