

ST JOHN'S MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes of the Meeting 19 September 2018

Present: Judith Argles, Paul Gibbins, Alison Martin, Brian Martin, Jeong Hea Lee.
Julie Hadlow, Tracey Cullington (Minutes)

Apologies: Ian Andrews, Jenni Cussell, Margaret Haycox, Susan McQuinn, Carol Stothard, Carol Taylor,
David Taylor, Rita Tucker, John Wills, Dr. Shamaillah Mufti

Chairperson: Julie Hadlow

1. Julie welcomed everyone to the meeting and apologised that Dr. Mufti was not able to attend.

2. Staff Update:

We have 2 new receptionists, Leanne Preston and Susana Moita, Susana speaks Portuguese and this will be an advantage as we do have Portuguese speaking patients. We also have a new Nurse Practitioner starting in October, Kasia Doran who speaks Polish; this will also be a great advantage with our Polish speaking patients.

Our missed appointment figures are decreasing; this is good news with just over 200 appointments missed at the last count.

3. Blood pressure machine fundraising and projects:

The money raised so far was £3 and this had been reached by a cake sale and tombola outside of Morrisons. Posters are displayed in the surgery. Brian Martin stated that he felt the cake sale was a little disappointing and felt that the PPG group being in the surgery was perhaps an irritating inconvenience. They were not offered a coffee all morning and no one from the practice even brought a cake! Is the group wanted? Thank you to Janet and reception for baking cakes. He said that members of the group had not even been thanked for doing the fundraising; Julie stated that she couldn't comment on this but apologised and thanked the group. The tombola was hard work but again it was noted that no one from the practice turned up or helped. The money raised so far was a good sum and Tracey said that perhaps another event was needed before Christmas e.g. a raffle for a Christmas cake to help towards the proceeds.

Julie stated that the group was not an inconvenience at all at St. John's Medical Centre were very appreciative of the PPG and were very grateful for all of their efforts. She apologised if this did not come across as such. Julie said that she would contact John Wills.

4. As there were no minutes available from the previous meeting Julie opened the floor at this point and asked the group if there was anything specific that they wanted to discuss.

- Brian Martin stated that he had read the article 'Equality and Diversity' in the latest newsletter and he wholly supported the surgery with this message and wanted to let the GP's know that the PPG were behind them with this statement. Julie thanked him for this.
- Paul Gibbins asked if there could be Newsletters in the rack upstairs as patients often do not see them downstairs on reception. Tracey will organise this.
- The group asked if they could have a noticeboard to display items on. Tracey said they could but who would maintain it? They would like to display dates of meetings, a picture of the blood pressure machine and fundraising activities, totaliser and any