

**Culverhay Surgery
Patient Participation Group**

Tuesday 19^h May 2015

Attendance from the Practice: Caroline Pearmain (Practice Manager), Kay Herniman

Patient Group: Peter Beresford, Michael Sykes, Sarah Hale, Ruth Kirkup, June Kent, Graham Cook, Diane French, Anne Slann

Apologies: Derek Higgs, Katy Riddington, Diane Hay, Sue Hope

1. Minutes from Previous Meeting (held 28th April 2015)

Minutes our previous meeting were accepted in full by the PPG.

2. Friends and Family test results

(CP) circulated a handout (attached) which documented the verbatim comments patients had included on their Friends and Family feedback form from January to March 2015. The PPG reviewed the comments and felt they gave a fuller insight into patient opinion, and agreed that they would like (CP) to continue feeding back to the PPG with this information.

3. Online Access drive feedback 5th May 2015

(SHs) asked the PPG for feedback from the Online Access drive. Feedback was positive and the overall opinion was that the 'Drives' were very much worthwhile. Furthermore, (CP) provided detail that showed since the PPG had identified online access as a priority (in November 2014), that we had increased our online users by over three times.

4. Dr Green's retirement party

(CP) asked for further ideas and support from the PPG in relation to Dr Green's retirement event. The PPG decided they would like an open patient event over the course of an afternoon (A Wednesday) for a few hours. It was felt the surgery would be a fitting venue, and light refreshments would be organised also.

*****DATE AND FURTHER INFORMATION TO FOLLOW*****

5. AOB

1. Terms of Reference (MS) - Michael confirmed that the CSPPG Terms of Reference needed to be updated to reflect the agreed omission of 'Hospitality Officer'. The PPG agreed that this could be amended now and that the amendment could be formally accepted at our AGM.

2. Who's Who (MS) - Michael where we are up to with appointments slots and (SHs) confirmed those who had been booked in.
3. Surgery Access (MS) - Michael asked for thoughts on access in to the surgery. It was widely felt that some mirrors either side of the 'blind' entrance would be beneficial. (CP) stated she would make some enquiries in to the matter.
4. Automatic doors (RK) - Ruth asked whether automatic doors into the surgery were also being considered. (CP) explained that surveyors had been at the surgery the previous week and it was discussed. (CP) thought that if extra money was being put in to premises, that it may be something the surgery would be asked to bid for.
5. Replacement doctor (AS) - Anne asked for clarification that Dr Green's replacement would be a female doctor. (CP) confirmed this was the case.
6. Village Agent (SH) - Sarah explained that she had bumped into Christine Sweet (the local village agent) and asked the PPG if they felt it would be useful for her to come to one of our upcoming meetings to discuss her role in the local area. It was agreed that this would be beneficial. (SHs) will email Christine to make arrangements.
7. Secretary contact (SH) - Sarah explained that she had recently been receiving PPG emails as late as 2/3am. (SHs) explained this was not acceptable, as this was a personal email. The PPG agreed that emails would be sent no later than 9pm.

(MS) closed the meeting and thanked everyone for attending.

NEXT MEETING – TUESDAY 16th June 2015