

**Patient Participation Group Meeting Minutes  
Saturday 22 July 2017 at 11.00am**

**Attendees:** Dr S Khandavalli – GP Partner at The Chorley Surgery **SK**  
 Andrea Kershaw – Operational Manager at The Chorley Surgery **AK**  
 Edward Brierley – Patient representative **EB**  
 Faith Lees – Vice Chair **FL**  
 Mary Hargreaves – Patient representative **MH**  
 Ivan Schofield – Patient representative **IS**  
 Christine Woollard – Patient representative **CW**  
 John Woollard - Patient representative **JW**

**Apologies:** Andy Yeomans – Chair  
 Andrea Trafford – Business Manager at The Chorley Surgery

AGENDA ITEM		ACTIONS
1.	<b>Introductions</b> - <b>EB</b> said it was his first attendance however wished to mention that he had not received any notification that he had been accepted on to the PPG.	<b>SK</b>
2.	<b>Minutes from last meeting held on 22<sup>nd</sup> April 2017 approved.</b>	
3.	<b>Declarations of interest – none declared</b>	
4.	<p><b>Actions from last meeting</b></p> <ul style="list-style-type: none"> <li>a) Dr Dickinson asked the group how the PPG could improve as we really would like more patients.           <ul style="list-style-type: none"> <li>i. Advertise on the TV screen in the waiting room. <b>AK confirmed that this had been actioned.</b></li> <li>ii. PPG member to look at Facebook page <b>SK</b> advised that FB was more up to date than the website as this was real time and to date we have found that we have far more engagement on this.</li> <li>iii. Ideas raised for advertising the PPG are               <ul style="list-style-type: none"> <li>i. Mention when advertising what the individual will get back from attending.</li> <li>ii. What to expect when you attend the meeting.</li> <li>iii. How long will you be at the meeting for</li> <li>iv. Have a frequently asked questions column.</li> </ul> </li> </ul> </li> </ul>	<b>SH did not attend meeting today to feed back.</b>

	<p>v. Mention that input is valued from all patients</p> <p><b>EB</b> asked if there was any way that the TV screen could be moved to a more central position in the waiting room rather than the far side as depending on where you are seated the screen is not clear. <b>CW</b> mentioned that when she had attended earlier that week that the screen had been playing the same information. <b>AK</b> confirmed that this had been rectified.</p> <p><b>APPENDIX ONE</b> – Signed off by all in attendance</p>	<p><b>AT</b> to look at moving screen from spare waiting room into main waiting room</p> <p><b>SK</b> to mention at Business Meeting 24.7.17</p>
<p>5.</p>	<p><b>DRAFT Annual report and National Patient Survey results</b></p> <p><b>SK</b> in <b>AY's</b> absence asked for all present to read through Appendix 2 – comments made</p> <p><b><u>Making an appointment</u></b></p> <ul style="list-style-type: none"> <li>• <b>IS</b> explained he never has any issues when he rings to make an appointment. He has offered the same day or an alternative appointment offered.</li> <li>• <b>CW</b> passed comment she would like continuity of seeing a GP as she does not think it is fair on a 10 minute apt explaining all problems to a clinician that does not know you as this could take 10 minutes.</li> <li>• <b>SK</b> explained the appointments system and how it works at The Chorley Surgery.</li> </ul> <p><b><u>GP's:</u></b></p> <ul style="list-style-type: none"> <li>• <b>SK</b> explained that we do have a lot of locums and explained that The Chorley Surgery is continually looking for stability of workforce.</li> </ul> <p><b><u>Reception:</u></b></p> <ul style="list-style-type: none"> <li>• <b>SK</b> praised all reception staff and advised all present of their duties and what they have to deal with on a day to day basis</li> </ul> <p><b><u>Waiting Times and opening hours:</u></b></p> <ul style="list-style-type: none"> <li>• <b>AK</b> advised that when any patient books in on the self-check in patients are advised on screen of how long there is to wait before seeing the clinician. If the patient uses the receptionist to check in then usually the receptionist would advise of delays that are more than half an hour.</li> </ul>	

	<p><b>Overall experience of the Chorley Surgery:</b></p> <ul style="list-style-type: none"> <li>• <b>EB</b> commented that in his opinion he feels that he is very well serviced at The Chorley Surgery.</li> </ul> <p><b>Areas for Improvement:</b></p> <ul style="list-style-type: none"> <li>• <b>EB</b> asked are all the areas for improvement discussed to which <b>SK</b> replied yes at the GP's monthly business meeting.</li> </ul> <p><b>Comments from the Friends and Family Feedback:</b></p> <ul style="list-style-type: none"> <li>• <b>SK</b> has asked can all the names of the doctors be removed from this section and be referred to as GP.</li> </ul> <p>There was no further comments made and the draft report was approved for publication onto the surgery website.</p>	
6.	<p><b>Patient Participation Survey 2017</b></p> <p><b>SK</b> asked for all present to read through Appendix 3 – comments made</p> <ul style="list-style-type: none"> <li>• <b>Q19</b> this should read if you answered “No” to Q18</li> <li>• Where possible e.g. <b>Q11</b> and <b>Q12</b> could these be linked together depending on what answer was given? By doing this there would be fewer questions to answer and a better response may be obtained. <b>SK</b> explained that some of the questions are mandatory but where possible if they could be linked then this would be done. <b>EB</b> personally thought that 40 questions was too many.</li> <li>• <b>EB</b> asked who gets these surveys and when is the survey taking place. <b>SK</b> explained annual in-house survey done Aug/Sept which is put in the waiting room and sent via email to all PPG members. Results are then displayed in the waiting room at the end of September.</li> </ul>	
7.	<p><b>Dates of next meetings</b> Saturday 21<sup>st</sup> October 2017 @ 11.00am</p>	
8.	<p><b>Any Other Business</b></p> <p><b>FL</b> and <b>CW</b> both said that they had not received PPG emails. <b>AK</b> noted both emails given.</p> <p><b>Building works</b> – <b>SK</b> advised that the building works to floor 1 were almost complete. He advised that it would be used for Health and Wellbeing and if needs be community services could adopt this space.</p>	<p><b>AT to check emails AK to check patient registration</b></p>

**Date and time of next meeting:** 21<sup>st</sup> October 2017 @11.00am

**Venue:** Meeting Room, The Chorley Surgery