

**The Evergreen Oak & Creekmoor Surgery**  
**Patient Participation Group (PPG)**  
**Wednesday 11<sup>th</sup> January 2017 – 6.00 p.m.**

**MINUTES**

**Present**

Elizabeth Kirk – Patient  
Elizabeth Brocklehurst – Patient  
Sandra Nutt - Patient  
Paul Shearing – Patient  
Rachel McCready – Practice Manager  
Tracey Turner – Receptionist/Carer's Lead

**Matters Arising**

**Staff Photo Board**

Rachel updated the group on ideas of where this could be placed. All were in agreement that the window area outside the staff sitting room would be a suitable place. This will be looked at in due course, but may take some time to put in place.

**Patient Information**

Health information area – Rachel updated that no further progress had been made, but was still under consideration.

**Patient Survey – Progress to Date**

Rachel shared the analysis of the patient survey with the group. See attached. We had 212 responses which represents 4% of the total practice population. You will see from the analysis that the majority of responses were from the 60 + aged group. This could be due to the focus on the flu clinics

All agreed that there should be a focus on trying to reach harder to reach groups and those patients who do not regularly attend the surgery for next year's survey. Also to consider including the following:

- Ethnic diversity
- Look at producing in other formats eg large print. This would meet the Accessibility Standard.
- Promote via a display on the waiting room notice board.
- Improve promotion via website
- Add a question relating to the website – 'Do you use the website?'
- Promote the telephone triage and consultations
- Do you know enough about your surgery and who to contact?

The survey showed that only 13% of patients were not aware that we had a website. It was discussed how the website could be further promoted and the following suggestions were made:

- Advertise on phone message whilst patients are on hold
- Advertise in reception areas
- Advertise on message side of prescriptions

It was suggested that we added to the website more detail on what to when the surgery is closed.

## **CQC**

Rachel reported back on the CQC visit on 26<sup>th</sup> October. A draft report had been received and the practice has received 'good' in all areas, resulting in an overall 'good', which is very positive. Rachel thanked those members of the group who met with the inspector on the day for their help. They clearly said all the right things!

Once the final report is received it needs to be published on the practice website and in the waiting room on both sites. It will also be available on the CQC website.

Sandra commented on the cleanliness of the waiting area.

## **Any Other Business Newsletter**

Add something to explain that the GPs are not all available every day of the week; therefore you may have to wait to see your GP of choice.

## **Improving Dorset's Health Care**

The CCG events planned for PPG members were circulated. Sandra and Betty agreed to attend and feedback to the next meeting. **Action Betty and Sandra**

## **Date of Next Meeting**

Agreed the date for the next meeting and have planned the following for the coming year:

12<sup>th</sup> April 2017

12<sup>th</sup> July 2017

11<sup>th</sup> October 2017