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# PATIENT PARTICIPATION GROUP

**St Albans Surgery**

# Notes of the Meeting: Wednesday 7 May 2014

**Present:**

Denis Norton (DN) Chair, Janet Balcomb (JB), Chris Cookson (CC), Connie Page (CP), Tony Page (TP), Judith Poulton (JP), Marian Robertson (MR), Yvonne Williams(YW)

**Apologies:**

Elaine Parrish, Mary Russell, Jill Seaton

**1 Notes of the meeting on 26 March 2014**

Noted and agreed

**2 Outstanding Actions from previous meetings:**

**Self Assessment Tool (Patient Engagement)**

DN advised that document was returned to KCCG by the due date. The PPG response included conditions as it was thought that questions specifically related to the practice and its staff and were inappropriate for PPG assessment. It was not known if the practice had completed the Assessment Tool, the results of which would be discussed at the networking meeting on 7 May.

**PPG projects (Good Practice)**

The Chair submitted the response by the required date and this was acknowledged. The winner of the £250 would have been announced at the Patient Forum on 29 April. Unfortunately St Albans PPG had not been able to send a representative to this event.

**Tiffin Girls School project leaflet**

TP had pursued the idea with KCCG but had not received any response or acknowledgement. YW mentioned that all staff at the St Albans practice were trained in child protection awareness. There was general discussion on how staff might make a young person’s information area in the practice, although it was considered schools were the first point of contact.

**Patient Questionnaire Analysis**

DN downloaded the analysis from the practice website. The 2014 questionnaire had received 106 completed responses compared to 229 in 2013. This was a disappointing result and the date and method of circulation would be reviewed by the MR.

Communication between GPs/practice and patients remained a frustrating issue. The website was not always helpful, one recently advised example being the non-availability of an on-line required travel document. MR explained that this had been available but withdrawn due to problems arising. The matter will be reviewed.

**DN meeting with Practice Doctors**

DN advised that two consecutive dates had been proposed by MR but neither was possible due to shortage of notice. Nothing further advised.

**GMS (DES) based Action Plan 2014/15**

The patient questionnaire analysis included a brief plan for 2014/15 but this did not relate to the plan outlined last year which followed GMS (DES) contract requirements. Due to late implementation there had been insufficient time to expand matters due to the March 31 deadline.

The PPG again wished to record the continued appreciation of St Albans Practice for the patient care and the helpfulness of the reception staff.

**3 PPG meeting notes.**

The meeting was advised thatthe practice website was not up-to-date as there were only 3 sets of notes from 2013 and 2 from this year. As the primary means of communicating matters with patients it was felt important that the notes were made available.

**4 New GP appointment**

MR confirmed that Dr Dorota Urbaniat would join the practice on 2 June 2014.

**5 PPG networking meeting**

The next PPG networking meeting would be held on Wednesday 7 May 2014 at 6.30 in the Guildhall. TP and JP confirmed their intention to attend.

**6 Resignation of PPG Chairman**

DN stated that he had decided to stand down as chair of the PPG and resign from the group. He felt that he had achieved as much as he could and it was time to hand over to another member of the group.

This announcement was met with dismay by the PPG members who expressed their appreciation of DN’s leadership and professional approach to creating what the group had believed would be a positive asset to the practice. Everyone understood and shared DN’s frustration at the lack of progress.

**6 Date of next meeting: WEDNESDAY 3 SEPTEMBER 2014 at 12 noon in the practice waiting room.**