

Minutes of the Patient Participation Group

Date: 21.1.11

Present at the meeting: Roger Alderman – Chairman
Arthur Carter
Gerald Plastow
Jane Jackson

Apologies for absence received from Anna Ellis and Helen Miller; Orla Ackroyd has regretfully resigned from the group.

Design of letterhead and artwork

Roger presented the artwork produced by Helen Miller. The fact that Helen had made so much effort was greatly appreciated by the group.

The following comments/decisions were made:

1. Fundraiser poster – it was decided that a much smaller computerised image would be more suitable for purpose.
2. The logo: Two ideas were on the table. A buildings logo and a people logo. Helen's buildings logo was thought to be a good idea, however, the group agreed that the building featured in the logo should be based on the actual building of Lonsdale Medical Centre. Gerald is to mock up a stylised image of Lonsdale medical centre using the digital picture of the building on the Lonsdale website. The aim is to create a small logo sized image that can be used on information sheets and letterhead. It is possible that the "people" idea could be included on the final image outside or inside the building.
3. Other illustrations were considered but it was felt that due to both the very limited space available on the notice board and the image which the Practice would wish to project, the group would put these pictures to one side.

Publicity

1. The information sheet

It was thought imperative that an information sheet should be made available for patients as soon as possible since the group has already been up and running for approximately 6 months. Roger presented the group with 2 versions of text for possible for use within the information sheet, (text suggested by Ferne Haxby and the Chairman). The text suggested by Ferne was chosen with a few amendments. The decision was made to include the Chairman's email address despite the possibility that he may receive complaints from patients regarding medical treatment. Roger is happy to pass on to Lonsdale any emails that do not fall within the remit of the group. It was agreed that Roger was to finalise the leaflet with no further input from the group. Roger is to photocopy 500 information sheets which will sit on reception.

When the practice website contains some information about the Patient Participation Group, the information leaflet will contain the website address. It will not be included on the first run of leaflets.

2. The New Patient Leaflet

A small paragraph is to be inserted into the Lonsdale's new patient leaflet referencing the Patient Participation Group. It will read something like the following: "A Patient Participation Group has recently been formed. Notices are available in reception for more details."

3. The Moving Message Board

A short message is to appear on the message board advertising the existence of the group, and suggested text is as follows:

For information about the new patient participation group, please pick up a leaflet in reception.

Telephone Systems

It is the gut feeling of the members of the PPG, that improvements in the telephone system would be near the top of patients' list of priorities.

A meeting has taken place between Gerald Plastow, Kate Harlow and Premier Choice. (Premier Choice is the telephone company responsible for both lines and telephone system for Lonsdale.) Discussions have taken place about the possibility of adding another telephone line. The practice is also getting quotes for a full digital system.

It is understood that eventually, pressure on phone lines may be relieved with the ability to book online with the proposed new computer software Emis Web, which is due to be installed in Summer 2011.

Another possibility discussed was to give the practice manager a direct line to filter out more calls from reception.

Possible participation in pilot project regarding patient feedback (PCT)

The PPG are agreed in principle to joint the PCT pilot scheme subject to fuller details being made available to the Group. In particular the group are reluctant to participate in a pre-determined questionnaire whose results could be open to misinterpretation. The PPG wants to deal with its own local practice population with its own local issues.

Reaction of the PPG to the new Lonsdale website

The overall reaction was a positive one with just a couple of minor concerns. All felt that it was a very good start. The following points were made:

- The section regarding midwives appeared to have some grammatical errors.
- The required field for name and address did not have asterisks.
- The list of diseases were not in alphabetic order (but the group understood this may be an integral part of the software that couldn't be changed).