

**MINUTES OF THE PRAZE PATIENT PARTICIPATION GROUP  
HELD ON TUESDAY 27th JUNE 2017  
COMMENCING AT 19:00 AT PRAZE SURGERY**

**Apologies:**

Anne Craig (Secretary)  
Lowenna Care  
Susan Care Joy  
Eustice Christine  
Iremonger Clive  
Langston

**Those Present:**

Alistair Mcleod (Vice Chair)  
Jane Thompson (Chair)  
Margaret Nash  
John Nash  
Avril Prior  
Aurora Talbot  
Dr. Jo Ellery  
Dr. Hugh Fairlie

**Declarations of Interest.**

None declared.

**Note:** In the absence of the Secretary, Mrs. Anne Craig, Alistair McLeod (Vice Chair) acted as Chair and Mrs. Jane Thompson (Chair) acted as Secretary.

**Minutes of the Previous Meeting:** Were read, the following matters arose. The Powerpoint films are up and running in both surgeries. Dr. Fairlie reported that feedback had been most positive. However, Anne Craig left a message stating that a Doctor had spotted an 'inaccuracy'. We do not know what or who at this point.

**The Code of Conduct:** Members could not remember who had signed, we need to check with Anne for a record.

All present agreed that the minutes were a true and accurate record of the meeting.

Proposed by Jane Thompson. Signed and Dated by Alistair McLeod.

**Item 1:** Launch Event. The committee had agreed to hold a launch event. It was decided that this inaugural event should be a simple introduction to the PPG. Who we are, what we do and to ascertain what patients would like us to do.

In consultation with Dr. Fairlie and Dr. Ellery, Tuesday 18th July was selected as the most suitable date. The event will run from 14:30 to 16:30. There will be a meeting of the PPPG immediately post the event.

PPPG Members attending: Jane Thompson, Alistair McLeod, Avril Prior, Margaret and John Nash. **Please Note: All those that are able to attend are most welcome.**

**Location:** In the PPG Meeting Room, praze Surgery.

**Requirements:**

Tea/Coffee. Name Badges for above. **Action: Anne Craig.**

Short Questionnaire. **Action: Evelyn Pinto-Willis.**

Power Point 'Film' to advertise. **Action: Jane Thompson.**

Flip Chart to write questions/feedback on. **Action: Anne Craig.**

Recommended that those attending arrive at least ½ hour in advance to prepare.

**Item 2:** PPG Window Stickers - The committee approved their display at both surgery sites.

**Item 3:** Surgery Staff/Doctor attendance at PPG meetings. The committee decided not to hold meetings at a date/time when a practice representative was unable to attend as it is impossible to move items forward, garner essential information.

**Item 4:** PPG Advocates: The names and contact details of those persons who volunteered to act as 'Patient Advocates' should the need arise, will remain with the surgery. We can advertise, promote the service, but contact will be arranged through the surgery to protect our volunteers. Should a patient require this assistance, Anne will pass their details to the advocate, who will contact the patient at their own convenience.

**Any Other Business:**

Anne Craig has received one negative email regards the 'Getting the Most from your Doctor's Appointment' Powerpoint presentation. The thrust of the negativity was the stress on the 'one

complaint per appointment'. Although this is Government policy, Jane Thompson (author of the Powerpoint) will re-visit and check the tone of the text. The secondary issue was that, while being unable to attend the meetings, the complainant felt they should have been consulted. Jane Thompson is to write explaining the extensive vetting process by the committee and Doctors within the surgery, before the presentation was made available for public viewing. The content of this presentation was one suggested by Doctors within the practice.

Given the positive response to the presentations, more will be created, to enable a constant loop to be shown on the screens. Given the season, Dr. Fairlie suggested 'Hay Fever' would be a suitable topic. **Action: Jane Thompson.**

Aurora Talbot asked Alistair Mcleod if he could provide the committee with the results of his work on local Demographics (gathered as a result of Parish work) in order that we can better understand our surgery area and the possible needs and requirements. **Action: Alistair Mcleod.**

The committee asked if Anne Craig could send the minutes of meetings to members immediately post the meeting, as those actioned need prompting! **Action: Anne Craig.**

**There being no other business the meeting closed at 18:00.**

**Date and time of next meeting: Tuesday 18th July at 16:45 (Post the PPG Event)  
Wednesday 23rd August at 19:00 at Praze Surgery**