

Walderslade Patient Participation Group Minutes of Meeting 26th July 2011

Present: Jayne Bond Phillipa Law
 Elizabeth Knight Freddy Ponce
 Rev. Dennison Jean Crellin
 Jean Gibb Kevin Doyle
 Dr R Farmer

1.	<p>Apologies Cynthia Shaw, Susan Donnelly, Paul Hancock, Maria Nascimento, Valerie Beeson Pauline Franklin</p>
2.	<p>Feedback from group activities; it was noted that the groups had worked successfully on these projects and fed back to the wider group their outcomes</p> <ul style="list-style-type: none"> • Minor surgery leaflets – there were some good recommendations made such as to use the same format across all of the leaflets, spacing of paragraphs, use of green paper for people with reading difficulties e.g. dyslexia as well as simple fonts. Not all leaflets will be able to be printed on green paper due to restrictions on GP's printers, but some will be available on reception. • Minor surgery audit – discussion about how people are informed of outcome of minor surgery. If you don't get a follow up call/letter then all is ok. Some feedback on the survey suggested that patients would like a follow up letter even if there are no concerns. It was noted that if we did this for all patients the admin would be prohibitive.
3.	<p>PPG notice board Notices need to be approved before they get put on the board. Everyone welcome to contribute this is the PPG's means of communicating with the wider patient population</p>
4.	<p>Newsletter The group reviewed the content and suggested a stand for these near the touch screen to encourage patients picking them up. Action: JB to consider once redecoration has taken place</p>
5.	<p>Exercise program This was an item on the newsletter and the PPG discussed with Dr Farmer how patients can be referred to the scheme. Access based on clinical need such as heart problems as places are limited.</p>
6.	<p>Communication Strategy We had a lively interactive session looking at producing a communication strategy for the PPG and the patients of Walderslade Surgery. Action: JB to type up and bring to next meeting</p>
7.	<p>AOB Freddy discussed his bread making for people with digestive disorders, and his presence in the market giving out his free bread on Tues and Saturday he brought in a sample of his bread. The group thanked him for his generosity</p>
<p>Date & time of next meeting: Wednesday 7th December @ 2.00pm Please note this is a change of date due to the pressures of migrating to a new computer system within the Practice.</p>	