

**Walderslade Patient Participation Group  
Minutes of Meeting 8<sup>th</sup> February 2012**

Present:        Jayne Bond                    Jean Gibb  
                      Dr Ward                                Rev. Dennison  
                      Kevin Doyle                        Pauline Franklin,  
                      Cynthia Shaw                       John Gessler  
                      Elizabeth Knight                Maria Nascimento  
                      Freddy Ponce

1.	<b>Apologies;</b> Phillipa Law, Jean Crellin, Valerie Beeson, Susan Donnelly
2.	<b>Matters arising –</b> JB to source a stand for newsletters now decorating has been done - still to complete. Staff photos – members agreed they would still like to see staff photos in reception, a discussion was held around this – still to complete.
3.	<b>Presentation –</b> JG gave excellent presentation on the Self Management Partnership. We agreed to look at ways of promoting health issues in future meetings.
4.	<b>Review of complaints -</b> 4 complaints were reviewed by the PPG. It was noted that this wasn't a lot of complaints for a practice this size. We agreed that we might want to look at raising the awareness of the complaints/praise/grumble process at another meeting. Complaints process showed learning outcomes and PPG were happy with content.
5.	<b>Inappropriate behaviour message –</b> PL had written a lovely patient notice and as Phillipa had sent her apologies and wasn't at this meeting the PPG and Walderslade team will thank her formally for her work. The notice was adopted.
6.	<b>PPG priorities –</b> During the year we prioritized as our objectives. 1. Communication 2. More representative membership of practice community Now that the communication strategy has been completed the PPG agreed to carry out a survey of patients to gather feedback on some of the practices activities and future objectives. 5 members agreed to work with JB on this and others volunteered to assist patients to complete surveys around the time of the baby imms clinic to try and reach an under represented group of patients.
7.	<b>Advertising new phone number –</b> JB informed group that we are having new telephone system next week that will have a comfort message for callers. The number will also revert to local geographical number (old practice number), this was being advertised in practice (leaflets and Jayex board), on the website, Dearne Valley magazine and on right hand side of prescriptions. There will be a message on the 0845 number for 6 months.
	<b>PPG notice board –</b> JG brought an example of sharing info about the PPG (thank you), we were running short of time so JG agreed to bring some more examples to next meeting
6.	<b>AOB –</b> PF gave JB news item on Prevenar. JB will find out about this for next meeting. Freddy thanked JB for her contribution to the practice and the group.
	<b>Date &amp; time of next meeting: Wednesday 11<sup>th</sup> April @ 2.00pm</b> Items for agenda: Notice Board, Survey Results, Complaints/feedback, Prevenar.