

Notes of Patient Participation Group 6<sup>th</sup> June 2013  
(Actions in bold)

Date of next meeting Monday 12<sup>th</sup> August 2pm, at Health Centre

Present: Lisa Ruivo                      Derek Howe                      Lou Carter  
            Paul Siddals                      Karin Siddals                      Jenny Toal

1. *Apologies.* Caroline
2. *Notes of last meeting 18<sup>th</sup> April.* Outstanding actions.  
**MEMBERS to submit ratings of practice on website.**
3. *Staff changes.* Stephen Fitchett is appointed Practice Manager from 24<sup>th</sup> June. Caroline will be Assistant Practice Manager. Kirsty Kirkbride did not accept the job.  
**PAUL to contact Stephen Fitchett at end June to discuss the future of the PPG.**
4. *Membership.* We still require 5 more members to make the group viable. One patient has been approached by doctors but no details were provided.  
**MEMBERS to think who else might be interested.**  
**LISA to forward these notes to new PPG member.**  
**LISA to speak to Caroline about putting PPG details on the website and on repeat prescription forms.**  
**PAUL to discuss with Stephen and add to next meeting's agenda**
5. *Health Campaigns, Displays and Notice boards.* Displays on domestic violence and immunisation were discussed. A quarterly newsletter providing health information was also discussed. This could be emailed to patients if the practice would collect email addresses. It could be on the website or in Close Knit (the monthly Whitwick magazine).  
**KARIN, LOU & LISA to arrange to borrow the display on Domestic Violence from the Health visitors, and to organise a displays on immunisation.**  
**PAUL to discuss Close Knit and the practice's approach to email with Stephen, and add to next meeting's agenda.**
6. *Leaflets.* Lou had discovered a set of leaflets in the waiting area about the General Teaching Council that was disbanded a year ago and is not health related. It was suggested that the leaflets be replaced with a single poster directing patients to appropriate self-help information.  
**PAUL to discuss with Stephen and add to next meeting's agenda**
7. *Pictures in waiting areas.* The use of framed pictures or photographs to brighten up the waiting area was discussed.  
**PAUL to put on agenda of next meeting.**
8. *Loughborough Urgent Care Centre.* Jenny reported on a meeting with Katie Swinburn, the manager of the Urgent Care Centre in Loughborough.  
**JENNY to invite Katie to our next meeting on Aug 12<sup>th</sup> to talk to us about the facilities, contact details and recharge to practice.**  
**JENNY to email summary of contact details, facilities and when to use LUCC to members**

9. *National PPG week.* Jenny organised article in Coalville Times this week.
10. *West Leics.PPG Network.*  
**JENNY to attend the next NWLeics PPG Meeting on 13<sup>th</sup> June.**
11. *Growing Patient Participation.*  
**LOU to study report, and recommend ideas we might adopt at next meeting.**
12. *Patient Survey.* We could help with the next patient survey.  
**PAUL to discuss this with Stephen and add to next agenda.**
13. *Delays in routine appointments.* Lisa explained that the doctors' holidays had caused long delays in routine appointments.
14. *Future direction of PPG.* It was agreed that for the PPG to be successful, we needed routine attendance of the Practice Manager, either a Doctor or Nurse (in rotation) and more members.  
**PAUL to discuss this with Stephen and add to next agenda**
15. Date of next meeting . **Monday 12<sup>th</sup> August 2pm at Health Centre.**  
**LISA to book room**