**The Tardis Surgery – Patient Participation Group**

**Wednesday 15 May 2019**

**Minutes**

**Present:**

Doreen Beresford

Emma Forrester

Susan Pyatt

Leslie Thompson

Bridget Thorley

Moonyeen Thorley

Claire Walker

**1. Apologies:**Brian Clare

Sue Clare

Betty James

**2. Minutes**

The minutes of the March 2019 meeting were approved, dated and signed as a true record.

**3. News from the Surgery – SUSAN PYATT**

***Tea party –*** Nicola (Reception team) is leading a new Tardis project which will see children from St Giles School visit the Surgery on occasional Thursday afternoons to play bingo and sing with isolated patients. The Tardis Surgery will provide refreshments. SUSAN PYATT to discuss transport arrangements with Moorlands Homelink.

***New partnerships –*** SUSAN PYATT discussed the Surgery’s involvement a five-year scheme, funded by NHS England, which will allow the Surgery to offer further resources to patients from the community. Within the next year, the Surgery will receive funding to provide a Social Prescriber (a person who is able to support patients with non-medical issues such as housing, benefits, community activities etc). The Social Prescriber will work full-time within the local area and will be shared with other GP surgeries. The scheme could later allow the Surgery to provide access to a physiotherapist, pharmacist, physicians associate and a paramedic within the community.

***Waiting Room information screens –*** SUSAN PYATT informed the group the information screens in the Waiting Room have been updated to allow the Surgery to add its own content. CLAIRE WALKER to discuss with the Surgery about including PPG information and content from the newsletters.

**OPEN ISSUES:**

**a. Update on latest newsletter – CLAIRE WALKER** informed the group of the content of the forthcoming newsletter, including, interviews with Advanced Nurse Practitioner Amanda Bickle and Dr Upton.

**b. Waiting Room PPG area:**

* Glossary – CLAIRE WALKER suggested the PPG produce a glossary of commonly used medical terms. This glossary will live in the Waiting Room and will be a reference guide for patients who don’t have the Internet or have the confidence to ask for clarity. SUSAN PYATT said the Surgery welcomed the idea of the glossary, especially following recent comments from patients regarding clinicians’ use of medical terms.
* The group agreed to change the PPG branding in the Waiting Room to the previously mentioned “Tardis Talks” branding. CLAIRE WALKER to discuss with SUSAN PYATT.

**c.** **NHS health awareness days:**

* The groups discussed promoting various health awareness days throughout the year both in the Surgery Waiting Room and on the Surgery’s digital channels – website, Facebook. Further research to be carried out as to which dates to promote and how to obtain flyers, posters etc from outside parties.

**d. Sponsored Walk update:** Unfortunately, the Dougie Mac Moonlight Walk is only open to women this year. The group decided to curtail plans for a sponsored walk and discuss at a later date so as to include all interested parties and to avoid overlapping current Surgery fundraising activities – Tammy Fowell Chatsworth House walk and Dr Upton Dougie Mac walk.

**e. PPG Awareness**: The group agreed to trial holding a PPG Awareness session during a Saturday morning flu clinic at the Surgery. To be discussed when dates for the flu clinic are confirmed.

**f. Social media update:** CLAIRE WALKER asked SUSAN PYATT to confirm who at the Surgery is monitoring and maintaining the Surgery’s Facebook account – this is Jodie Spragg. SUSAN PYATT said the PPG is welcome to submit content for use on Facebook going forward.