**The Tardis Surgery – Patient Participation Group**

**Wednesday 11 January 2019**

**Minutes**

**Present:**

Brian Clare

Sue Clare

Emma Forrester

Tony Schutz

Leslie Thompson

Bridget Thorley

Moonyeen Thorley

Claire Walker

Ann Redfern

Betty James

Sue Pyatt

**Apologies:**No apologies were given.

**The minutes of the November 2018 meeting were approved, dated and signed as a true record.**

**OPEN ISSUES:**

**a. A DOCTOR’S PRESENCE AT ONE OR TWO MEETINGS A YEAR**

Several members of the PPG feel The Tardis Surgery Partners should attend one or two meetings to show support of what the group is doing. Discussion was had about whether the Surgery can justify losing a GP for a morning session to attend meetings and what patient response to this would be. Further discussion saw the group debate the purpose of GPs attending and what their attendance would achieve – to give a Surgery update, to answer questions, to show support to the PPG, to discuss what the Partners would like PPG input on etc – but no singular purpose was reached.

SUSAN PYATT informed the group Dr Kaur does not hold appointments on Wednesday mornings and could possibly attend a PPG meeting if enough notice is given. SUSAN PYATT also informed the group that the Surgery’s new Advanced Nurse Practitioner, Amanda Bickle, and Dr Shevlin would be good speakers.

CLAIRE WALKER reminded the group that Dr Upton already attends the PPG Walking for Health Group on his designated day off.

**b. NAVIGATION OF NETWORK**

BRIDGET THORLEY voiced that the current Surgery website is difficult to navigate and is not user-friendly. Other members of the group agreed, with some saying they find it complicated to use. Discussion was had over the use of overly clinical language on the website and whether this is off-putting and/or confusing for patients – patients being the primary target audience for the website.

Some PPG members they said they found the nhs.uk website very easy to navigate, with priorities highlighted and content written to appeal to patients. Unfortunately, the NHS website is bespoke and has been created from scratch with an on-going budget.

SUSAN PYATT confirmed The Tardis Surgery website is built using a Content Management System, as with all GP surgeries, and while it is relatively straightforward for staff members to add new content, the structure of the website (pages, design, menus, navigation etc) is difficult to change. SUSAN PYATT however welcomed suggestions for reorganising the priority of content on the website. A suggestion was made for the group to assess the current website ahead of the March meeting and/or provide feedback via SUSAN PYATT for reorganising priority of content.

A further suggestion was made by BRIDGET THORLEY and CLAIRE WALKER that the PPG should consider forming a website sub-group to concentrate on these issues.

**c. A PIECE FOR THE VOICE REGARDING THE WALKING GROUP**
SUSAN PYATT informed the group that the latest copy of the newsletter had been sent to The Voice and the CCG. This will continue to happen going forward.

**d. DECISION ON WHICH SPEAKERS FOR THE YEAR**

i. MOONYEEN THORLEY informed the group that the CCG has changed the way speakers are booked. Group members were asked to decide whether they would like speakers to continue to attend, what they felt was the purpose of speakers attending meetings and consider how best the PPG informs patients about what speakers have imparted. The matter of booking Speakers going forward remains ongoing.

ii. DONNA HAMES spoke to the group about her business, Carisma Wills which has recently moved into the vacant former tattoo parlour near to the Surgery. Donna spoke to the group about the importance of planning for the future and making a Lasting Power of Attorney. She then answered question from group members. SUSAN PYATT told the group she would put leaflets about Carisma Wills in Reception and would inform the GPs of the services Carisma Wills provides so they may approach the subject with patients if appropriate.

**e. ANY OTHER BUSINESS**

i. NEWSLETTER - CLAIRE WALKER informed the group of the content to feature in the February edition of The Tardis Surgery newsletter – interviews with the Nurse team and Dr Kaur; a reminder about extended hours appointments; an update on the Walking Group; and a feature on the importance of cervical screening.

ii. ELECTING A NEW CHAIR - MOONYEEN THORLEY confirmed she is stepping down as Chair and that a new Chair, Vice Chair and Secretary would need to be chosen at the March meeting to enable the group to continue. CLAIRE WALKER expressed interest in becoming the Chair. BRIAN CLARE said he would be happy to continue as Vice Chair but could not become Chair due to other community commitments.

TONY SCHUTZ informed the group that he will be taking a hiatus from meetings due to other commitments and ongoing health concerns. He wished the group well with future activities and said he will keep up to date by reading Minutes of future meetings.

iii. CLAIRE WALKER suggested the group thinks about key priorities for the next year in terms of what we would like the PPG to achieve both in the short and long-term. CLAIRE suggested group members consider this before the March meeting and pool together ideas when we reconvene.