**W P P G**

**The Wheatbridge Patients’ Participation Group**

**Minutes of the WPPG Meeting held on 14 January 2010 2019**

**Present:** Judith Stanley Ian Edmundson

Sue Ottowell Mavis Plater

Sheila Smith Aileen Dawson-Pilling

Mike Little Tony Pope

Ruth Ludford Roy Falconer

Spencer Hoskin Dr S Savage

Linda Clarke Tracey Lawson

**Apologies:**

1. **Welcome and Introductions**

Judith welcomed everyone to the Meeting

1. **Minutes of Previous Meeting**

The minutes of the meeting on 22 October 2019 were agreed as a true and correct record.

1. **Feedback from Group Reps**

Ian had attended the Chesterfield PPG network meeting on 8 October 2019 and the Joined up Care Derbyshire meeting on 11 September 2019. Attached is the feedback from these meetings.

Judith thanked Ian.

1. **Items from the suggestion box**

There was one anonymous suggestion requesting more information regarding the appointments that are available at Avenue House Surgery for the people who do not have access to computers.

Amanda will ask Matt if it is feasible to have some leaflets regarding this. If this is not possible a poster will be put up in reception regarding this Service.

Sue thanked both Spencer and Tracey.

1. **Patient Survey Results**

The patient survey had taken place during the week, Monday, 18 November 2019 to Friday, 22 November 2019. Thank you to the volunteers who came to the Surgery to undertake this.

Matt had sent the questionnaire out via text to the patients who had agreed to this Service.

It was agreed to put some surveys on the reception desk during this week for the receptionists to hand out.

Amanda will check with Matt whether it is possible to send the survey to patients electronically as it is not feasible to post them.

Sue Ottowell very kindly agreed to collate the results again.

Tracey will print the surveys off and make sure that reception staff are aware this is taking place and to expect members of the WPPG in the waiting areas.

1. **Any Other Business**

Ian asked if the pre diabetic group sent letters back to the Practice regarding attendance.

Dr Savage advised him that we should receive a letter from them and that it would get scanned onto patients’ records.

Ruth asked about the availability of phlebotomy appointments at the Surgery.

Amanda explained that due to holidays there had been a shortage of phlebotomy appointments but hopefully this has resolved now. Dr Savage did say that if a GP felt a patient needed a blood test doing urgently they could always book it in with the phlebotomist themselves rather than the patient making an appointment. Amanda also pointed out that phlebotomy appointments are available on a Saturday morning at Avenue House Surgery (The Hub) but patient’s need to collect the blood form from the Surgery to enable to phlebotomist to take the blood.

1. **Date of next meeting**

The next meeting will take place on Tuesday, 14 January 2020 at

12.00 noon.

Sue thanked members for attending.

The meeting closed at 1.15pm.