

**Kiveton Park Medical Practice – Patient Participation Group
Minutes of Meeting Held Wednesday 17 April 2013**

Present: B Daniels (BD): K Emsden (KE) : M White (MW) B Winterbottom (BW)
R Nayar (RN) and C J Hazle (CJH) from the Practice

Apologies: M Perry: L Simmonite: J Hirst: S Wietscher: S Wylie: E Simmonite
Dr D T Say

Marilyn White took the Chair and formally welcomed Richard Nayar to this, his first, meeting.

Minutes of the meeting held on 20 March 2013 were agreed.

1. Treasurer's Report – BW reported that the required documentation had been received from the bank and would be completed after the meeting and delivered to the bank.

2. Progress on promoting the Group – it was noted that RN had seen the note on the prescription counterfoil promoting the Group and following a conversation with CJH had agreed to attend. Other suggestions for promoting the Group were:-

- an article in the local free press
- a strapline on the patient (Jayex) call in board
- posters in local pharmacies
- a flyer at reception
- “Your Mag” publication

3. Communication – PPG Magazine

BD said that he thought a newsletter using a sheet of A3 folded in half and including such as:-

- current initiatives at the surgery (eg the physical activity day)
- details about GPs and staff
- articles on health issues (eg: diet)
- information on the Rotherham wide health scene

BD said that he had a contact at Wales High School and would make an approach to see if any students would be interested in working on the project.

4. Physical Activity – the date is confirmed as being 17 July from 2pm to 6pm with the title “S26”. It was reported that Dr Wallis is putting arrangements in hand and will forward the Minutes from the stakeholder meeting which she recently organised. KE said that the sub-committee, and wider Group, was waiting to hear what assistance Dr Wallis required. BD said that he could arrange publicity. It was suggested that if a treadmill could be obtained then people could be sponsored to walk on it to raise funds for charity.

5. Rotherham PPG Network – KE and BW had attended the meeting today and reported that the various PPGs are undertaking diverse activities and there is a proposal to arrange cross fertilisation of ideas across the Rotherham area with a new website being developed. It was reported that the Commissioners are looking for PPGs to be more involved with surgeries and one of the main points of discussion had been around appointment systems and the

frustrations which patients sometimes have in making an appointment. The Stag surgery had undertaken a patient survey about their appointments system which had resulted in the installation of a new telephone system.

Comment was made regarding the front of house receptionist at Kiveton Park also answering the telephone and CJH said that he would see what action could be taken to have all calls answered in the back office. Those present at the meeting said that their view was that the receptionists at Kiveton are very good when speaking at the telephone. It was also mentioned that on occasion follow up appointment slips had been mislaid. The recently introduced text messaging system at Kiveton was the subject of favourable comment.

6. Name Badges – it was suggested that Group members should have a name badge with their Christian name to identify where they are from when attending other functions.

7. NHS Choices – BD said that following the last meeting he had attempted unsuccessfully to put some comments on the website from himself and also on behalf of MW but both had failed to materialise. CJH to investigate.

8. News from the Practice – Ben Taylor has recently joined, on a temporary basis, as a trainee doctor. The recently advertised post for a Receptionist/Dispenser has been offered to a candidate and formalities are to be completed before the name is made public.

9. Date of next meeting – 15 May at 6pm

MW closed with thanks to those who had attended.