

PGG MEETING

Present: Warren Abraham, Anthony Bardon, Giovanna Vettese, Dawn McCall, Joyce Henry, Dr Nicola Waldman.

Apologies: Wendy Walker, Margaret Duncan, Alan Carter, Joan Rackham, Allan Cook, Jean Jales, Shaun Buhanan, Belinda Steer, Bethani Travis, Fudge, Rachel Warren, Saheed Awan

Date: 12th June 2018 12pm-1pm

AGENDA ITEM	DISCUSSION	ACTION	BY WHOM
Review Previous Meeting	<p>Action Plans, Members to agree on-</p> <ol style="list-style-type: none"> <li data-bbox="418 737 906 1178">1. Book Corner- The members agreed that it would be a good to have a book corner, where patients can donate books to the surgery and they can also buy the books as well. This is a small donation like £0.50 or £1.00 depending on the book. The books will be put on a small table in the corner of the waiting room. We will have a donation box in reception where patients can leave the money for the books without having to disturb the receptionist. <li data-bbox="418 1220 906 1587">2. Decoration of surgery- The Partners and members agreed that the surgery could do with a fresh coat of paint, to brighten up the place. After discussing this Mrs McCall volunteered her husband to do the work for us. He has painted for us before and we were very happy with his work. The painting work should start in the next couple of weeks. <li data-bbox="418 1629 906 1896">3. Carer Navigation- This is a service that is being put in place to help the carers, making sure that they are being supported in best the way possible. This service has now become a requirement of the practice which the CCG has requested we do. The members also 		

	<p>discussed setting up events for patients that are carers; this could be things such as a coffee morning or just a meeting every 3 months to discuss issues they have.</p> <p>Friends and Family Test- The results for May 2018 are 17 again we have reached the amount that is expected of us. Well done.</p> <table border="1"> <thead> <tr> <th colspan="2">Total By Response Type</th> </tr> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>11</td> </tr> <tr> <td>Likely</td> <td>4</td> </tr> <tr> <td>Neither likely or unlikely</td> <td>0</td> </tr> <tr> <td>Unlikely</td> <td>1</td> </tr> <tr> <td>Extremely unlikely</td> <td>1</td> </tr> <tr> <td>Don't know</td> <td>0</td> </tr> <tr> <td>Total Submissions</td> <td>17</td> </tr> </tbody> </table>	Total By Response Type		Response	Count	Extremely likely	11	Likely	4	Neither likely or unlikely	0	Unlikely	1	Extremely unlikely	1	Don't know	0	Total Submissions	17		
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AOB	<p>Responses to the friends and family feedback text- The members asked if they could respond to the feedback text they receive instead of having to do a paper version when coming in. I have discussed this with our lead administrator Sandra and she explained that this is something that can be done. There would need to be some training put in place in how to get the response, but as this is something Joyce does already she is happy to also be trained to do that.</p>																				
Next Meeting																					