

## PPG MEETING – Action Log

COMPLETED	IN PROGRESS	NO PROGRESS	ON HOLD
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MEETING	MINUTE NUMBER	ITEM	ACTION OWNER	ACTION REQUIRED	STATUS	STATUS SUMMARY
21.08.17	4	Urgent Care – more information needed	CM / IT	Information (found on the website) on the Urgent Care Unit will be printed off and taken to the next meeting. Also print out on what the screens show. This will then be discussed and the poster mentioned drafted.	COMPLETED	Information found was taken into the meeting and the members were content with the results and had no additions.
	5	Some receptionists don't tell the GP's name	Rec Manager	Reception Manager will be alerted	COMPLETED	Reception Manager Alerted The PPG members had no additions to this.
	5	Texts don't tell GP's name (Pre-sets).	IT	Look into MJOG pre-sets and Amend	COMPLETED	Our inability to change this present was explained in the meeting The PPG members had no additions to this.
	5	Not enough information leaflets in Waiting room	CM	This item was discussed 16.10.17. It was decided that: 1. more leaflets regarding mental health was needed 2. the PPG wanted more content that was interactive for children	IN PROGRESS	1. Research into additional leaflets on mental health will be completed and the information taken to the next meeting ( <b>on page 1 of handout</b> ). Will continue to research if specific charities offer leaflets and will update next meeting. 2. The idea of a designated PPG board around one subject e.g. 'why is smoking bad for us' will remain on this action log for further discussion at the next meeting

5	Sharps bin – more info to be displayed in waiting room / on website	Rec Manager / CM	What is available on subject in waiting room / website and research into possible additions via the council	COMPLETED	This item was discussed 16.10.17. It was reiterated that it was a council responsibility. The PPG members had no additions to this.
5	Portion of the PPG money to be used for UV lights to discourage drug use in the patient toilets	Practice Manager / LL	LL to liaise with Practice Manager to book the installation of the UV lights	IN PROGRESS	Item discussed by PPG 16.10.17. LL presented a quote with labour and materials with local firm 'Butlers' to have the UV lights fitted for £200. The PPG members unanimously agreed to spend this money. <b>Installation now completed 15.11.17.</b>  Work is also completed on the electric entrance door (to the waiting room).
6	PPG Campaign regarding Medication that is returned for disposal. Aim is to avoid any medication not needed leaving the surgery	PPG Members / Dispensary Manager / IT / CM	1. Create a PPG poster to be put up around the surgery with such slogans as; 'not sick don't tick' 2. Set message on the online prescription system asking pts 'do you need this?' 3. Printed reminder on prescriptions with same question as above	IN PROGRESS	1. Design idea for the poster will be presented at the next meeting ( <b>on page 2 of handout</b> ) 2. IT are currently looking into this as a possibility 3. Dispensary Manager agreed upon a line to put on the prescriptions ( <b>on page 1 of the handout</b> ). This will be updated.
6	Signage on GP doors	Practice Manager / CM	Possible signage to show the Doctor / Clinician's names will be researched into to make it clearer to Patients where they are based for that day	IN PROGRESS	Progress on getting the quotes for the signage was discussed 16.10.17. PPG members agreed to the plans and felt they would make it easier for patients. Progress of this to be discussed.
7	Car Park – Problems with congestion	PPG Members / Practice Manager	1, Await change in neighbour's parking / follow up with second letter where	IN PROGRESS	1. Item discussed 16.10.17. PPG members were updated on the contact made with the surrounding neighbours and were happy

				necessary 2. Look into barriers / speed bumps 3. To replace the advertisements of the Community Car Scheme across the surgery when TF has new material – Car Scheme may help with congestion in car park		with this. 2. For Charlotte to research and bring to the next meeting <b>(on page 3 of handout)</b> 3. Awaiting new material from TF when it becomes available
16.10.17	3	To plan and draft ideas for a PPG mission statement	PPG Members / Practice Manager	1. PPG members to think of ideas and email. LL to put together before next meeting 2. If struggle for ideas – visual plan to be completed next meeting	IN PROGRESS	1. PPG members to email ideas to CM 2. Visual plan to be completed next meeting – aided by the example mentioned below.
	3	Research other PPG mission statements	CM	Other PPG mission statements will be researched and the information brought to the next meeting	IN PROGRESS	The research information will be brought to the next meeting <b>(on page 3 of handout)</b>
	3	Improvement of the SMG website's PPG section	PPG members / CM / IT	Will discuss what the website software will allow us to include in a PPG section. The ideas in the minutes such as showing previous meeting minutes / action log, having a 'you said we did' section, PPG question tab and publicising PPG achievements will be constantly updated.	IN PROGRESS	The minutes / action log will be continually updated by CM on a regular basis. The website section will be a continuous action and will publicise the achievements of the PPG as they happen.  On request of the PPG members, a print out of the PPG section can be printed and discussed in meetings.

3	Documents for reflection – meeting minutes template and example of newsletter	DH and CM	DH will email example meeting minute and newsletter examples to CM for reflection at the next meeting.	IN PROGRESS	The items have been emailed and received ready to be brought to the next meeting date. <b>(on page 4 of the handout)</b>
4	Practice feedback to be brought to meetings and reviewed by PPG members	CM	1. Patients Survey results and graph to be brought to the next meeting 2. CM to bring Friends and Family Test feedback to the next meeting 3. Plan to review patient feedback on a 6 monthly basis	IN PROGRESS	Practice Survey and FFT results to be brought to the next meeting for review. From the next meeting onwards aim to review feedback on a 6 monthly basis. <b>(on pages 5-8 of the handout)</b>
8	Audit list of needed medical equipment in the practice to be brought to the next meeting	Practice Manager / Nursing team	Practice Manager to get the specifications of the Doppler machine suggested by TF, alongside an audit of any suggested needed medical equipment from the nursing team	IN PROGRESS	Audit list and specifications to be brought to the next meeting <b>(on page 9 of the handout)</b>
8	PPG members to have first use of the new 'Health Pod' machine	CM	CM to let the PPG members know when it arrives so that the members may have first use of it	IN PROGRESS	Once the 'Health Pod' arrives CM will let the PPG members know and organise a day in which they can use it
8	More clarity needed when cancelling appointments by text	CM / IT	To discuss with IT possible additions the waiting room screen to make text cancelling clearer.	IN PROGRESS	New presentation regarding cancelling via text message has been uploaded to the waiting room screens <b>(on pages 9-10 of the handout)</b>
8	Add link to the SMG website from the LCC Mental Health section	CM / IT	To discuss with IT and add a link to the LCC site 'Family Services Directory & local offer' 'Emotional Wellbeing	IN PROGRESS	Adding the link to the SMG website will be discussed with IT in preparation for the next meeting – currently in the process of discussing where we will add the link.

			and Mental Health' onto the SMG website		
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