

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	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. Will continue to research if specific charities offer leaflets 2. There is now a designated PPG board in the waiting room for displaying PPG achievements, campaigns etc.
	5	Portion of the PPG money to be used for UV lights to discourage drug use in the patient toilets	Practice Manager / PPG Chair	LL to liaise with Practice Manager to book the installation of the UV lights	COMPLETED	Installation of the UV light complete and PPG members happy that the men's toilet will be open as of 21.11 and the women's toilet will be open upon completion of blacking out the window. PPG member are also happy to see installation of the electric entrance door to the waiting room is now complete.
	6	PPG Campaign regarding Medication that is returned for disposal. Aim is to avoid any	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	COMPLETED	1. PPG happy with the presented design and this has been put up in reception. 2. IT have now added a message (Discuss, Check, Think) beneath the link for online repeat prescription ordering.

		medication not needed leaving the surgery		prescription system asking pts 'do you need this?' 3. Printed reminder on prescriptions with same question as above		3. PPG happy with the addition of the message of the prescriptions presented 20.11.17
	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	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. Look into barriers / speed bumps 2. 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	COMPLETED	2. Quotes presented to PPG 20.11.17, no further comments on the quotes provided. Focus on fundraising for medical equipment. 3. When new material received from TF they will be replaced in the practice – continuing to promote the Community Car Scheme.
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 3. To attend presentation organised by D.Hansen (head of engagement and inclusion for CCG) for guidance	IN PROGRESS	1. PPG members to email ideas to LL before the next meeting. 2. Visual plan to be completed next meeting – aided by the example mentioned below. 3. PPG workshop dates and times received – to discuss attendance with PPG chair and PPG members at the next meeting date (2 members can attend)
	3	Research other PPG	CM	Other PPG mission	IN PROGRESS	The research information displayed on

	mission statements		statements will be researched and the information brought to the next meeting		page 1 of the handout
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.	COMPLETED	The items have been emailed and received and were presented 20.11.17. PPG members had no further comment.
4	Practice feedback to be brought to meetings and reviewed by PPG members	CM	1. Plan to review patient feedback on a 6 monthly basis	ON HOLD	1. Practice Survey and FFT results brought to the meeting 20.11.17 for review. PPG members happy and found it helpful to identify areas of improvement. Next review of all patient feedback due 21.05.2018 (6 monthly basis.)
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	COMPLETED	Audit list presented at meeting 20.11.17. Members decided to aim to fundraise for all equipment at the PPG fete.

				equipment from the nursing team		
	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.	COMPLETED	New presentation regarding cancelling via text message has been uploaded to the waiting room screens. Presented to PPG members 20.11.17. PPG members happy with this addition and had no further additions.
	8	Updating SMG website with links: 1.LCC Mental Health section 2. Links to various clinical pathways – such as cancer pathways	CM / IT	To discuss with IT and add a link to the LCC site 'Family Services Directory & local offer' 'Emotional Wellbeing and Mental Health' onto the SMG website and other pathway links	IN PROGRESS	Discussed adding the LCC link to the Sleaford Medical Group website with IT. In the process of creating a 'Useful Links' section of the website to display this link and other relevant links.
20.11.17	1	Practice Manager to bring to meeting medication wastage audit figures	Practice Manager	PM to bring medication wastage audit figures upon completion – early 2018.	ON HOLD	Due early 2018
	1	Prescription messages of compliance should be displayed on a different piece of paper	Practice Manager / Dispensary Manager	Messages of compliance (such as should you start to feel any depressive symptoms contact your GP) should be separate to your prescription form to be signed and handed back.	IN PROGRESS	Discussed with Dispensary Manager. Format of the prescription unfortunately unable to change as template in place. Prescription should however be handed back to patient either directly or in prescription bags.

1	Leaflet enhancement of Patient Survey / FFT to be created and implemented to allow patients to fill out in comfort of home	Reception Manager / Charlotte Mason	To discuss the idea with Reception Manager and draft an example to be brought to the next PPG meeting	IN PROGRESS	Idea discussed with Reception Manager and draft currently being created.
3 / 4	To create list to illustrate needed preparation tasks and discuss events to be held at the PPG fete	PPG members	To discuss events / tasks needed for the fete and make a list.	ON HOLD	Actions needed for the PPG fete to be paused upon creation of the PPG Fete Committee meeting.
3 / 4	List also to be created / updated as to the companies we wish to participate in the PPG fete and the PPG member who will be their contact.	PPG members	To discuss companies we wish to be involved and who will contact them.	ON HOLD	Actions needed for the PPG fete to be paused upon creation of the PPG Fete Committee meeting.
3 / 4	To contact 'Lives' as to their availability to attend our Fete and possibly give presentation / demonstration of using the defibrillator.	CM	To contact 'Lives' as to their availability on 20.05.18 and to inquire as to what presentation / demonstrations they can provide.	ON HOLD	Actions needed for the PPG fete to be paused upon creation of the PPG Fete Committee meeting.
3 / 4	GT to contact Town Council as to their participation in our fete 20.05.2018	GT	To contact the town council regarding their possible participation in our fete. As discussed 20.11.17.	ON HOLD	Actions needed for the PPG fete to be paused upon creation of the PPG Fete Committee meeting.
3 / 4	To contact Army / Air cadets regarding the risk assessments and Public Liability	Practice Manager / CM	PM / CM to acquire the risk assessment / public liability insurance needed and contact the Army / Air	ON HOLD	Actions needed for the PPG fete to be paused upon creation of the PPG Fete Committee meeting.

		Insurance they require to confirm their attendance to the fete event 20.05.18		Cadets to confirm attendance.		
	5	To continue to discuss possibly of adding a feedback board to display suggestions and improvements made from them. Suggestion card feedback to be brought to the next meeting	Practice Manager / CM	1. To discuss next meeting after identifying a possible design / location for the board. 2. To bring Suggestion Card feedback to next meeting to form basis of the board.	IN PROGRESS	1. Plan to display a positive suggestion and negative. Display the change made as a result of the negative suggestion – to be changed monthly. 2. Suggestion card feedback to be brought to the next meeting (January 18)
	6	To perform a trial run of OAP consideration Health Checks (for those not on any other register and the otherwise well)	Practice Manager / CM / Data Quality / Reception	To discuss with Data Quality report to accumulate the patients. To then discuss with Reception and Practice Manager as to the appointment slots. Letters will then be sent out to invite for a Health Check.	IN PROGRESS	Over 75 health check appointments available. Service advertised on waiting room screen and appointment with Health Care Assistant available upon request from the patient.
	7	To look into charities for medication donation to those in need – SMG could be a collection point	CM	To research and bring information to the next meeting.	IN PROGRESS	Research displayed page 1 of the handout.
	8	PM to discuss with management and PPG members what is reasonable action to lower number of DNAs.	Practice Manager / PPG members	To discuss when ideas obtained.	IN PROGRESS	To be discussed at the next management meeting in January 2018.

	8	Need to update waiting room screen	IT	1.Remove October flu dates info 2. Update the clock	IN PROGRESS	Discussed issues with IT and they are to be changed.
	8	Facebook / social media presence needed from SMG	Practice Manager	Appointing needed of a staff member to oversee this	IN PROGRESS	Staff member appointed and social media presence ongoing.
	8	Seating near the queue in waiting room to be moved to a more appropriate location	Practice Manager	Seating to be moved to a more appropriate location.	COMPLETED	Completed
	8	More consistency needed as to calling via person or screen	CM / Reception Manager	To discuss with Reception Manager and relay information to the next meeting date.	IN PROGRESS	Reception Manager alerted