

**The Evergreen Oak & Creekmoor Surgery
Patient Participation Group (PPG)
Wednesday 7th September 2016– 6.00 p.m.**

MINUTES

Present:

Jean Frake – Patient/RSVP Friends of Evergreen Oak
Sandra Nutt – Patient
Paul Shearing – Patient
Dr Simon Watkins – GP
Rachel McCready – Practice Manager
Tracey Turner – Receptionist/Secretary – PPG Secretary

Apologies:

Elizabeth Brocklehurst

This was an additional meeting called to discuss and agree the Patient survey for 2016/2017.

2016 Patient Survey

Rachel had drafted a copy of questions for this year's patient survey, based on the suggestions made at the last PPG meeting. These were discussed and small amendments made until everyone was satisfied with them. Rachel agreed then to amend prior to distribution. It was also agreed it best they be printed on yellow paper so that they were noticeable and stood out within the surgery.

After requesting the help of volunteers from the group to attend out flu clinics it was agreed that Paul Shearing would be able to help at the Creekmoor Surgery flu clinic on Monday 26th September, provided he did not get called in for his awaited operation. Jean Frake offered to help out on Saturday 1st October's flu clinic. Tracey Turner was booked in to work the flu clinic on Monday 19th September and would assist in handing out the surveys.

We discussed reaching those patients who do not always come into surgery. It was suggested to ask the District Nurses and Health Visitors to take the survey on their visit. The survey would also be available on line

Any Other Business

Sandra Nutt had been experiencing problems registering for our new online services. Tracey agreed to look into this and try and sort out for her.

Date of Next Meeting

The next PPG Meeting is diarised for Wednesday 12th October at 6pm. An agenda will be forwarded in due course. The progress on the survey uptake to be reported at that meeting.