

Minutes from our PPG meeting 29/07/2019

Good afternoon All

Thank you to those that were able to attend our session today and thank you to those that sent their apologise. Below is a high level summary of the areas discussed:

Open Day

Rebecca went through the details of the open day and its purpose. The idea is to showcase the surgery's new building and also advise our community and patients about the services that are available to them.

The open day will take place on Saturday 14th September between 11am-1pm

We will have a number of stalls set up in our carpark where people can come and have conversations with local services that can support them

We will have some stalls for the children also such as face painting, glitter tattoos and potentially a fire truck to explore

We will also have a refreshment stand, so if anyone could help us with some baked goods, it would be greatly appreciated

The official opening will take place at 12pm and short tours around the building will happen between 12.15-1pm

Lynne from our group has very kindly offered to man a stand with Alison (PALS) on the day and Rosemary and Lynne are going to help with leaflet distribution

If anyone is able to support the leaflet drop or indeed on the day, please let me know and I will add you to the team

PALS

Alison introduced herself and talked a little about what she is doing and how her role has developed so far. Alison shared some success stories to date and how she is now working to make the new "teen talk" initiative a success.

Rosemary advised that she had spoken to other surgeries/friends about potential PALS as she is very proud of this service we offer.

Bereavement process

Rebecca sought feedback on the new bereavement process that we have put into place at the surgery. She explained that when we are informed now that a patient has sadly passed away, Alison will call the relevant family member/next of kin to offer our condolences and advise of any services that they may need help with or advice on where to go with certain requests as this can be a very confusing time for relatives and friends. The surgery will then follow this up with a sympathy card. Overall feedback was positive and it was agreed that this is something we should definitely do.

NHS Choices

Rebecca advised the group about NHS choices and how this can have a real impact on how our surgery is viewed. She encouraged the group to share their experiences on here and encourage family and friends to do so as well.

Thanks again to you all and if you have any questions please don't hesitate to give me a call

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TEEN TALK

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Find the support or advice you need, in confidence.