

## **GFMC PPG Meeting**

**17.9.15**

Apologies: George Hopewell, Louise Perkins, Helen Hollis

Attending: Wendy Walton, Rachel Miller, Margaret Johnson, Emma Bostock

The group initially discussed Rachel's work with the refugees currently and congratulated her on her hard work. Rachel has a 'gofundme' page (<https://www.gofundme.com/4nkswcyw>)

1. Margaret introduced herself to the group. Discussed new PPG Lead (chairman/woman). Rex elected to step down following the last meeting. Suggested Margaret would be a good candidate, with support from other members.
2. Patient survey – The group looked at the patient survey. The survey has been edited slightly to reflect any trends in patient complaints or significant events – is there anything else people would like to see on there? Mention of wait for appointments currently. The surgery is looking into what can be done, what measures can be put in place, to ensure patients are seen in a time appropriate manner. EB mentioned that partners were having an away day and would be looking at this along with other issues, such as admin time etc.
3. Mock CQC Visit – EB gave a bit of background about what the CQC visit is and why we were having a mock one. Explained the process and the outcome of the visit – good feedback. No major changes needed.
4. Staff changes – Welcome to Ria and Caroline. EB explained who the new staff were and asked for the PPG's support of these new members – feel free to introduce yourself!
5. WW is working with a group to get the Bilborough Community Centre more widely known about and utilised. Currently having sessions there where cooking from different cultures is sampled. Perhaps we could work together on future events?
6. RM suggested an event around Christmas time, perhaps with mince pies and tea etc, to be aimed at the entire community but in particular towards the vulnerable, lonely elderly in the area. Also suggested perhaps an afternoon of writing Christmas cards from the surgery to send to some of these people who perhaps won't receive any. All in group agree this sounds an excellent idea. Date to be confirmed as of yet.
7. Macmillan and Breast Cancer events – 9/10/15 MacMillan coffee morning. Tara main lead on this. PPG members and staff to bake and WW will run a tombola (staff to donate also). Perhaps we can get some more PPG members whilst we're at it! 13/11/15 Breast cancer awareness event. Perhaps some iced buns with cherries on top? Also EB to see if clinician can come in and perhaps give a talk about the importance of self-examination for both women and men.

**Next meeting is set for the 14<sup>th</sup> of January 2016**