

MINUTES OF MEETING MONDAY 26TH JANUARY

IN ATTENDANCE:

Dr S Ahmed
Margaret Scott
Mr. G. Stimpson
Mr. D. Sice
Mrs. J. Hopkinson
Mr. B. Paternott

APOLOGIES:

Dr L Ryatt

No minutes of previous meeting to discuss.

Agenda

- 1. The terms of reference of the PPG – functions and responsibilities.**
- 2. Meeting dates for 2015**
- 3. Access improvements for the surgery.**

Items discussed:

ITEM	ACTION	BY
Update website: a) Online booking for appointments b) Order repeat prescriptions c) Install generic email for patients d) Complaint section on website by email e) Define what email can be used for	To be carried out within 2 weeks	MS/GH
Patient information by leaflet	To be implemented immediately. Patient.co.uk GPs/Nurse to make available for patients especially those with chronic diseases, where information may avoid an appointment or attendance to A&E.	MS – cascade to GPs/Nurse
Nurse cover for annual leave	When necessary. Doctors are able to carry out many things, pure nurse routine things can be prebooked Nurse never away more than 2 weeks. List of what can be done to be given to reception when Nurse is unavailable which GPs will cover.	MS- cascade to receptionists/GH to oversee

Jayex board	To be actioned immediately. Wording to be looked at i.e unclear re prebooking process.	MS/GH
CCTV	Action when purchased Notice's to be displayed so all aware i.e. Reception and Car Park	MS
Picture board	Action when all complete ?3/12 So all patients have a 'who's who' Especially now we have new permanent GPs.	MS/GPs
Fire exit and instructions	Action when purchased Signage was discussed as needed Easy to provide	MS/GPs
Path entrance	Action after practice meeting / add to five year plan Suggestion's of grab rail, change of door entry – easier access, end of path uneven access for wheelchairs, walking stick patients. Maintenance needed between car park and path due to unlevel paving, broken surface around manhole covers to be relaid.	MS/GPs/quotes
New exit/entrance	Discuss at practice meeting Suggestion for future of path/ramp continuing from existing to other end of surgery. To be added to our five year plan for the surgery.	MS/GPs
General housekeeping re notices/notice boards	To be actioned immediately Some of the group were not aware of all our notices/information as they felt perhaps they were too widespread and/or overcrowded, could we use large labels for titles announcing with relevant info below, uniform fashion? Information is important to both surgery and patients.	MS/GH
Meeting dates	Meetings will take place three monthly, Monday evenings were preferable to group.	MS

Function/responsibilities of PPG	The functions of the group are to be the voice of the patient, any helpful advice, suggestions etc would be welcomed and considered. However, responsibility would be borne by the practice. PPG members have always been a productive part of the surgery, which we hope will continue.	Dr S Ahmed/Dr L Ryatt/MS
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Many thanks to everyone for a very productive meeting. It was nice to receive many compliments about the surgery and staff, which have been passed on. This always has a 'feelgood factor' as staff so often do not appear appreciated.

We look forward to meeting on a regular basis, and hopefully we can only improve from suggestions and working together.

Kind regards,

**Margaret Scott
Practice Manager**