Parkgate Medical Centre

Patient Participation Group (PPG) Meeting Minutes

30 April 2014

Attendees

Jane Johnson, Brian Millns, Jackie Frost, Janet Swift, Jackie Wright, Annetta Harvey

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| Previous Meeting Minutes | Minutes of the last meeting were discussed. |  |
| Actions Arising -Patient Questionnaire  | Survey results and outcomes added to website |  |
| Actions Arising –DNAs | JJ discussed the group’s suggestion that doctors should speak to patients regarding DNAs when the pt next attends an appointment. The doctors agreed to have that discussion. |  |
| Actions Arising -Self Check In | It was agreed that promoting this may encourage more patients to use the service. Ongoing |  |
| Actions Arising –Layout of waiting area | The group changed the layout of the seating area in the waiting room to improve patient comfort |  |
| Actions Arising -PPG Plan | Added to website |  |
| Actions Arising - Screen prompt | The time is to be increased further |  |
| Actions Arising – Request for details of illness | The practice has introduced a standard statement for Receptionists |  |
|  | AH suggested that a notice board to display ‘community news’ be provided in the surgery |  |
|  | AH asked for particular clinical feedback | JJ to discuss with GPs |
| Next Meeting | 18 June 2014, 17:30  |  |

If you have any Agenda suggestions for the next meeting please forward them to Jane prior to the meeting if you would like information to be looked up in advance.

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