**Parkgate Medical Centre**

Minutes of Patient Participation Group (PPG) Meeting held at Parkgate Medical Centre on:

Wednesday 14th October 2015

Attendees:

Brian Millns, Jackie Frost, Janet Swift, Trevor Ledger

Apologies: Jackie Wright

Not present:

Annetta Harvey.

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| Minutes of Previous Meeting  | Minutes of the last meeting, held on 5th August 2015, were read and accepted as a true record.  | ACTION |
| Matters Arising | Trevor reported that no reply had been received from NHS Estates about waiting room chairs from the now closed Dalton Health Centre. The Practice is no longer pursuing this and is currently pricing up the cost of purchasing replacements. |  |
| News from the Practice | Since last meeting we have a new GP Registrar, (Dr Simon Langmead), who is with us until start of August 2016; new Foundation (F2) Doctor (Dr Victoria Franklin) until 01.12.15.We have had 3rd Year medical students: Ayesha Javed (3B) 10.08.15 – 25.09.15Georgina Hunt (3A) 26.08.15 – 09.10.15 and now have:Katie Jones (3B) 05.10.15 – 27.11.15Eleanor Radley (3A) 14.10.15 – 27.11.15)Head Receptionist, Gill Butterworth has stepped down from her role to be a Receptionist with effect from 01.09.15 and Sue Walker has been promoted to Head Receptionist from the same date.Receptionist, Carole Oxspring left us on 09.10.15 after only two months with the Practice. Our new Practice Nurse, Caroline Chadburn joins us on 19th October. |  |
| Patient Participation DES 2014/15 (Component 3 payment) | Brian had not received an acknowledgement of his letter to Garry Charlesworth dated 10.08.15. It was decided that a follow up letter would be sent and the matter would be pursued until a response is received. | Brian and Jackie F |
| Friends and Family Test | Brian took some forms to distribute among patients at both surgeries starting soon.A summary of comments taken from FFT cards received during August and September inclusive was circulated at the meeting. Feedback very positive on the whole.  | Brian |
| DNAs | There had been 72 GP appointments (equivalent to 16.3 hours) and 77 nurse / HCA appointments (23.9 hours) ‘missed’ by patients in August. In September it was: 89 GP appointments (23.3 hours) and 77 nurse / HCA appointments (18.9 hours) missed. The reductions from figures reported at previous meeting are probably attributable to the main summer holiday period. |  |
| AOB | **Practice Newsletters** - Trevor advised the PPG that he intended to change the frequency of issuing these from monthly to quarterly. The members were in agreement with this. |  |
| Date of next meeting | Wednesday 9th December 2015 at 5.30pm. Venue: Parkgate Medical Centre. |  |

If you have any suggestions for the agenda at the next meeting, please submit them to Trevor prior to the meeting.

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