Parkgate Medical Centre

Patient Participation Group (PPG) Meeting Minutes

5th December 2012

Attendees

Blake Foster, Jackie Frost, Brian Millns, Annetta Harvey, Jennifer Irwin

Apologies

Non Received

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| Previous Meeting Minutes | Blake discussed the minutes of the last meeting |  |
| Work Plan | * Feedback from PPG Network Meeting
1. 3 year commissioning plan discussed
2. Suggestion of running information events – possibly in conjunction with other surgeries
3. Information provided on joining the National Association for Practice Participation
4. No time to discuss points that were raised by the groups present
* Carers Corner

Bev Pepperdine contacted group to see if there would be interest in having a display and possibly meeting with the group* Call Handling

A recent number of comments had been received by the practice recently in regard to the dissatisfaction of call handling at the practice | Jennifer to discuss with Rawmarsh Health CentreBlake to discuss with PartnersBlake to invite Bev to next meetingBlake has discussed with team members and training has been provided on how to handle calls more effectively |
| News From The Practice | * New Foundation Doctor

Dr Nia Williams joined the practice today (5th December) for a 4 month training placement* Dr Thomas will be reducing his hours with effect from April 2013 and Dr Ravi will be joining the practice as a partner, the partners are currently looking to recruit a new salaried GP
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| Any Other Business | * Appointments & DNA’s
1. Group members present asked if there could be a review of the appointments system, suggestions made were 1 early and 1 late clinic per week
2. The group also asked if there could be a big display highlighting the problems caused by patients who DNA, and if receptionist could remind every patient to cancel if the appointment is no longer required
 | Blake to discuss with PartnersBlake will work on a display in the new year |
| Next Meeting | Wednesday 6th February 2013 5:30 PM at Parkgate Medical Centre |  |

If you have any Agenda suggestions for the next meeting please forward them to Blake prior to the meeting so that information can be looked up in advance.

Tel: 01709 514501

Email: blake.foster@gp-c87013.nhs.uk

Web: [www.parkgatemedicalcentre.co.uk](http://www.parkgatemedicalcentre.co.uk)