Parkgate Medical Centre

Patient Participation Group (PPG) Meeting Minutes

12 March 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. |  |
| News From The Practice | Practice Nurse update given |  |
| Actions Arising -Patient Questionnaire | BM advised that the survey will be completed next week. JJ to update results and outcomes to website | BM  JJ |
| Actions Arising –Cancellation of Appointments | JJ advised of the following options to cancel appointments by telephone2 auto, Option 1 Receptionist  JJ gave information regarding behavioural techniques to prevent such large numbers of DNAs, which will be discussed in practice.  The group suggested that doctors should speak to patients regarding DNAs when the pt next attends an appointment | JJ to discuss with doctors |
| 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 | Ongoing | The group to look to make improvements to layout at the next meeting |
| Significant events discussed | JJ advised of two recent significant events |  |
| PPG Plan | The Group agreed a plan of targets to achieve over the coming year and discussed introducing a mission / vision statement as a first step to looking to encourage new members to the group. |  |
| Any other Business –  Screen prompt | The group feel that the name and room number prompt isn’t on screen long enough. | JJ to increase this time |
| Any other Business –  Request for details of illness | The group suggested that Receptionists should advise patients of the reason they enquire to ensure the patient is signposted to the correct area. | JJ to discuss within the practice |
| Next Meeting | 30 April 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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