Parkgate Medical Centre

Patient Participation Group (PPG) Meeting Minutes

18 June 2014

Attendees

Jane Johnson, Brian Millns, Jackie Frost, Annetta Harvey

Apologies

Janet Swift, Jackie Wright

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| Previous Meeting Minutes | Minutes of the last meeting were discussed and agreed. |  |
| Actions Arising - Waiting room layout | The group agreed that the new layout was an improvement and it was decided to keep it despite changes having been made. The chairs were arranged appropriately |  |
| Actions Arising - Screen prompt | The time has been increased further, the group still feel that the time should be extended by a further 2 seconds | JJ to look at the timings |
| Actions Arising – Notice board to display ‘community news’ | The GPs agreed to this request. It was discussed in the group and agreed that, in the first instance, a lever arch file containing this information would be displayed in the waiting room. | AH |
| Actions Arising – Particular clinical feedback | The GPs provided feedback to the request made  |  |
| AOB - DNAs | AH asked for an update  | JJ to provide numbers at next meeting |
| AOB – Hand gel | A request was made for a bottle to be placed next to the check in screen  |  |
| AOB – Nurse appointments | A query was raised as to whether a member of the nursing team was in the practice on a particular day. JJ advised that to her knowledge there was but it would be checked | JJ |
| Next Meeting | 3 September 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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