Parkgate Medical Centre

Patient Participation Group (PPG) Meeting Minutes

Wednesday 15th April 2015

Attendees:

Trevor Ledger, Jackie Frost, Jackie Wright.

Not present:

Annetta Harvey, Brian Millns, Janet Swift.

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| Minutes of Previous Meeting  | Minutes of the last meeting held on 18th February 2015 were read and accepted as a true record. There were no matters arising. |  |
| Patient Participation DES annual report 2014/15 | This had had to be submitted by 31st March and Brian had very kindly assisted Trevor in its completion. We discussed the report at this meeting and both Jackies signed it off on behalf of the PPG. |  |
| DNAs | A survey had been undertaken between 1st March and 31st March 2015. There have been 117 GP appointments not kept during the period (i.e. equivalent to 23.75 hours wasted) and 94 nurse / HCA appointments (i.e. = 25.5 hours) |  |
| Practice News | The Practice is to advertise for an additional receptionist. One of our Practice nurses has recently handed in her notice and will leave in early June. Again, the position is to be advertised. |  |
| Changes to Doctors | As indicated at the last meeting, Dr Maria is now a partner and Dr Iqbal has reduced his working commitment. We have also had a new foundation stage doctor join us on 1st April: Dr Hitesh Patel. Hitesh replaces Dr Andrew Johnson, whose time with the practice has now been completed.Dr Thomas returned to work on 7th April. |  |
| Friends and Family Test  | The Practice is hugely indebted to Brian and Annetta who got a large number of forms completed by interviewing patients in the waiting room. Sincerest thanks to both of them.We discussed the feedback received during Jan, Feb and March. Generally very good with most respondents indicating that they would be either ‘extremely likely’ or ‘likely’ to recommend the Practice to friends and family.We need to discuss how to get more of these forms completed in the future at our next meeting. | PPG |
| Feedback from PPG Network Meeting 03/03/15–  | Jackie Frost informed the meeting that the new emergency centre (currently walk-in centre) is to be relocated from Rotherham CHC to a new building at RDGH. It is due to open in 2016 and will have approx 100 new car parking spaces.The PPG meeting scheduled for 2nd June has been postponed. New meeting date yet to be advised. There is a CCG governing body and AGM on 3rd June. |  |
| AOB | Nothing to discuss |  |
| Date of next meeting | Wednesday 10th June at 5.30pm |  |

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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