Parkgate Medical Centre

Patient Participation Group (PPG) Meeting Minutes

Wednesday 18th February 2015

Attendees:

Trevor Ledger, Brian Millns, Jackie Frost, Annetta Harvey.

Apologies:

Janet Swift, Jackie Wright.

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| Minutes of Previous Meeting  | Minutes of the last meeting held on 26th November 2014 could not be found, so this item had to be omitted. |  |
| Introductions | Trevor introduced himself to the group as the new Practice Manager and provided details of his previous career background. |  |
| DNAs | A survey had been undertaken between 1st Jan and 13th Feb 2015. There have been 147 GP appointments not kept during the period (i.e. equivalent to 32.9 hours wasted) and 122 nurse / HCA appointments (i.e. = 47.43 hours) |  |
| Practice News | One receptionist left in December 2014 and her replacement starts with us in March. Another receptionist leaves on 23rd February. We are evaluating the amount of cover needed in reception across both surgeries and are looking at the best way to utilise our existing resources. | Trevor to provide an update at next meeting |
| Changes to Doctors | Dr Iqbal is reducing his commitment to half-time from 1st April 2015. Dr Maria will become a partner from the same date and will take on some of Dr Iqbal’s work.Dr Thomas also returns to work in the Practice from April. |  |
| Friends and Family Test  | This has been compulsory for all Practices since 1st December 2014. Trevor showed the cards used for obtaining feedback from patients to those present and also explained about how the information has to be reported each month. Brian and Annetta kindly offered to hand these out to patients at both surgeries opportunistically. | Brian and Annetta to hand out cards to patients |
| AOB –  | There is a Rotherham – wide PPG event at the Carlton Park Hotel, Rotherham on Tuesday 3rd March, starting at 1.30pm. | Brian Millns to provide feedback at our next meeting |
| Next Meeting | Wednesday 15th April 2015 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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