

MINUTES OF THE PATIENT PARTICIPTION GROUP

Meeting on Thursday 5th December 2014 AT 1pm.

Attendees: Michelle Cain (MC), Melanie Woods (MW), Julie Swain (JS), Tracy Nicholls (TN), Debbie Skinner (DS), Karen Drake(KD), Ian Frewer (IF), Kathleen heaps Frewer (KHF), Lorraine Feakes (LF), Pam Hurcomb (PM), Rachel Shaw (RS), Keith Tucker (KT), Michael Vass (MV), Angela Young (AY), Audrey Salmon (AS), Alex Barakat (AB), Angela Young (AY).

MC opened meeting and welcomed everyone. MC explained how she now felt settled in as practise manager and was lucky to have a great team around her.

MC would like the group to elect a chairperson to run the PPG. Voting was discussed and to let MW know if you would like to nominate yourself for the role. We will then vote on this at the next meeting, date to be arranged. MC explained further that you as the PPG you represent us....what do you want?

We would like ideas for the website and someone to do a newsletter for the surgery, MC asked if you contact either herself or MW if you are interested in helping. KHF suggested adverts in the newsletter to cover the costs, possibly having staff profiles advertised and contact numbers for hospitals, pharmacies etc.

Ambrose next door has an active PPG, discussed meeting with them for ideas to increase our PPG numbers. Table in foyer advertising PPG discussed; possible volunteer to do this. Meeting also with other PPG groups within our area for further feedback and ideas for our surgery. MC said it would be a good idea if the group could meet for coffee mornings etc to discuss these ideas, KT suggested the Cricketers as a good meeting place, all agreed as good parking available. MC went on to explain we will take advice from you as to what you want from us; we will attend your meetings.

Friends and family now live and CQC report available under Tollgate surgery on CQC website. Reports can be printed if you would like a copy please ask MC.

Merger update – on hold at present. Surgery looking to expand with 3 more consulting rooms and another GP.

PD asked about bloods at the surgery, MC explained in the New Year we will be doing phlebotomy five days a week. An appointment would still be needed for this service and only available for our patients. AB asked how patients would know we offer this service, TN explained we have been advertising in the local Look magazine and on our TV board in the waiting room.

Hospital treatment at CGH discussed by all with some positive and negative feedback given from experiences. Patients can via Choose and Book go to other hospitals like The Oaks or Springfield Hospital. Suggested letting patients know this service is available via the website and newsletter.

MW gave out DNA figures for the last three months. TN explained she is updating telephone contact details so we can continue to text appointments to try and lower our DNA's. AB suggested putting a sign behind reception for patients to update their details and PD suggested it being put on the TV board 'remember to cancel your appointment if you don't need it'. Reception team are still handing out forms for patients to fill in with their details.

Everyone asked if the number system could be bought back in for the morning walk in, the group felt this worked much better. MW explained she had worked both with and without the number system and felt now the doors were open a bit earlier in the mornings it was working very well with no problems. MW said she would discuss with MC as everyone felt quite strongly about it. LF suggested trying a sign in sheet on the door so then reception could call people in the order they signed in.

MC and MW thanked everyone for coming, meeting closed at 2pm.