**PATIENT PARTICIPATION GROUP (PPG)**

MEETING HELD MANOR MEDICAL CENTRE

Thursday 6th December 1pm

MINUTES

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| Present | Dr SM Arolker, Becky Degia, Linda Nolan Claire Jackson (Chair), Liz Mackness (Secretary), Sudha R Pankhania, Ramji P Pankhania, Joseph Taylor, Kathleen Taylor, Ann Winfield, David Robinson, Tripat Badiani |         Action |
| Apologies |  |  |
| Introduction to new member | Introduction were made to Pat Brickley |  |
| **Matters arising from previous minutes:** |  |  |
| Mobile phones in waiting room | Becky Degia. Sign has now been changed asking patients to put their mobile phones onto silent. |  |
| Choose and Book information sent to patients | Becky Degia. Unable to reduce the amount of paper work as It is an automated software package that is sent to all patients. |  |
| New telephone system | Becky Degia. Now working well, Patients who had been affected during the changeover have received an apology.  |  |
| 0116 No’s re-introduced | Becky Degia. Is well advertised on posters in both surgeries also on electric Display Board, practice booklet and website |  |
| Sound proofing Parker Drive | Becky Degia. Radio has now been installed upstairs at Parker Drive.  |  |
| Alternating Saturday morning surgeries P/D and MMC | Becky Degia. Working well with two doctors working on Saturday mornings  |  |
| Flu Vaccinations | Linda Nolan. Two –Three hundred out of the original two thousand and six Flu Vaccinations’ were remaining. |  |
| Doctors room to be moved upstairs | Joseph Taylor. Still hadn’t received an answer from the August meeting regarding to help the disabled the doctors room to be moved upstairs and the nurse downstairs.Becky responded to group as follows:On relocating, Becky explained that as Drs Trivedi and Arolker were Landlords of Parker Drive, we would not be relocating the surgery to Packwood road. After discussion with the Senior partners, Packwood Road was not thought to be a suitable position and could be subject to vandalism. They felt the location of 122 parker Drive, being situated on a busy road and is next to the 24 hour petrol station we feel this is a safer option to avoid chances of vandalism.  There is also no funding available through the CCG to relocate practices. |  |
| Healthy Living Centre | Joseph Taylor. Still waiting for an answer:Becky responded to the group as follows:Becky explained it was not feasible to swap the consulting room and move the treatment room downstairs this is due to room size as the treatment room needs to meet special requirements on size etc.  However, Linda did explain the alternative arrangements that are available for disabled persons which are the ability book nurse appointments at the Manor Medical Centre which has a treatment room downstairs and also a lift to access the clinic room upstairs, Becky also explained the we have allocated a 3 pm slot at Parker drive Surgery to accommodate any disabled person needing to see the nurse and the nurse would set up downstairs for 30 mins before the GP starts. |  |
|  | The minutes were approved by Ann Winfield and seconded by Kathleen Taylor. |  |
| **Agenda items** |  |  |
| 1) Problems with nurses appointments  | Joseph Taylor. Patients were finding that the three to four week rotating appointment system that is used at the moment is not working. It was explained if they made the system six to eight weeks it would increase the DNA rates. | BD to look into ways of improving this. |
| 2) Dedicated notice board in waiting rooms | Becky Degia. To be a PPG notice board at both surgeries. | BD. Need to be updated with names of all members |
| 3).Patient survey | Becky Degia. It was agreed that the same Patient Survey as last year would be used again. With two volunteers helping at each surgery during mid January handing out at both surgeries one hundred and fifty surveys each to patients Manor Surgery: Ann Winfield and Tripat Badiani.Reserve Claire Jackson Parker Drive Surgery: Pat Brickley and Joseph Taylor. Reserve David Robinson  | BD. Needs to be completed by March 2013 |
| 4)Time frame for agenda items | Becky Degia. After discussion it was agreed that there would be a trial whereby time would be allocated by EM/BD on each agenda item prior to the meeting.  Any items for which there was insufficient time would be passed over to the next meeting. | LM to put at the side time allotted to each item on the agenda  |
| 5) Did we need to recruit  | Becky Degia. It was decided that as there was a good representation of both surgeries the group was large enough, therefore anyone wishing to join would be placed on a waiting list but patients are still encouraged to pass on any comments/suggestions to the group. |  |

Date of next meeting:

Thursday February 7th 2013 @1pm

Venue: Manor Medical Centre