|  |  |  |
| --- | --- | --- |
| Attendees | Becky Degia, Linda Nolan, Dr Selvakumar, Hasu Tanna, Ann Winfield, Lalita Samani, Ann Flynn. | Actions |
| Apologies | Gurmel Dosanjh, Liz Mackness, Narinder Bali |  |
| Drs leaving | Dr Arolker has retired and staff had a small leaving party to say farewell. Dr Jawahar will be taking over as Senior Partner  Dr Butt (locum) will be leaving Parker Drive Medical Centre on 29th April 2016. |  |
| Drs joining | Dr Atwal (male) – new doctor started at Parker Drive 29th March 2016 |  |
| DNA statistics | Remains disappointing,  March 2016 = 230 DNA Manor Medical Centre  March 2016 = 221 DNA Parker Drive Medical Centre  Over the period between Oct – Feb the practice was seeing some improvements.  Dr Selvakumar explained that the cost to NHS is £15 per patient appointment. This amounts to a colossal cost of £6765.00 for patients who did not attend their appointments for the month of March alone.  It was decided that it may be beneficial to inform patient’s through the poster of this cost.  It was discussed that maybe there could be an action taken after three consecutive missed appointments. It was explained that this could be due to difficult circumstances, which would need to be taken into account. |  |
| Telephone Appointments | Problems arising when patients phone in for an appointment, sometimes experiencing difficulties to make contact. This problem is often due to patients queuing outside before opening time, this then takes staff away from the telephones at a critical time. Online appointments have to be catered for, setting aside so many slots per day, it would be beneficial to encourage more patients to use the booking online facility.  Patients need to be made aware of other pathways such as walk in centres, Hubs and pharmacy’s. |  |
| Waste disposal | Waste is being left on the car park during evenings and weekends. It was discussed that maybe a chain across the path between posts would be beneficial. |  |
| Objectives to work on this year | Telephone appointments and waste management will be discussed at a time that more members attend the PPG |  |
| Next meeting | 16.06.16 at 1.00pm  Chairperson, vice chairperson and secretary will be voted in for a minimum of one year. We are looking for volunteers from the group to fill these positions and will go through a voting process if there are more than one applicant for each vacant position.  If you are interested in applying, please give a short description of yourself in writing. i.e. your background, interests and why you should be considered for the role you are applying for. |  |

MINUTES APPROVED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SECONDED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_