

Patient Participation Group- Whittington Moor Surgery

Minutes of Meeting Held On Monday 27th January 2014

1.PRESENT: Dr Kate Stoodley, Val Johnson (Practice Manager), Tony Cox (Chair), Hilary Hicklin, Enid Krygier.

2.APOLOGIES Chris & Colin Henson, Debbie Rutter, Geoff Scott, Sybil Waplington.

3.MINUTES OF LAST MEETING-Accepted as a true record.

4.MATTERS ARISING- It was reported that all appeared to be working well on the new telephone system. The Surgery is now open one Saturday per month, (Was everyone aware?).

5. PATIENT SURVEY. VJ reported that 96 had been returned. A discussion followed regarding some of the responses. TC suggested that it could be more relevant to examine the few responses that appeared to be dissatisfied rather than the 95% who were content with the service levels available.

There was some work required to match up the data. VJ to report next meeting.

It was requested that definition of a Registrar's be added to the Web Site.

6.ONLINE SERVICES. Six of the Ninety Six patients who had completed the Survey felt that an Online appointments system would be useful.

7.SAFETY & QUALITY PROJECTS – Dr Stoodley and Val are attending a 5 day course on safety and quality. The practice has decided to do projects on identification errors, appointment errors and prescription errors. Hopefully improvements would be made and efficiency improved.

8.PPG MEMBERS SUGGESTIONS-. TC reported that it had been requested at the PPG Locality meeting that each PPG bring 3 suggestions of areas where they would like to see a better or additional service being offered by their local practice; these would be debated at the next Locality meeting and three selected to forward to the Doctors Locality Forum. (A service suggested by Staveley Practice was Podiatry.

9.TELEPHONE OPTIONS:- The new system was working well but it was accepted that some of the messages could be improved and/or shortened.

10.AOB- VJ requested that all present completed the touch screen survey and promote its use.

It was agreed that we would plan a visit and presentation from the Medicine Management Team representative at a future date; this would be available for all patients; it would therefore need publicity and organising. **A date was agreed for the event Monday 28th April at 7.00pm. TC to contact the team and report at next meeting.**

Please note change of date for next meeting.

Next Meeting Monday 7th April 2014 Whittington Moor Surgery 6.30pm: