The Medical Centre, Zulu Road

2A Zulu Road

Nottingham

NG7 7DS

**Agenda Patient Participation Group**

**14 December 2017 12.30pm**

**Persons present: Dr Irfan, Shelley Taylor PM, Danielle Clarke APM, Carol Barlow, Rhoda Grainger, Arthur Reed**

**Welcome & Introductions**

Introductions were made as Shelley and Danielle are new members of the team.

**Signposting for Health** –We gave the link to the group <http://www.signpostinghealth.com/>

The new facility of Signposting for Health (for information regarding all aspects of where to access information regarding your health) was discussed and explained to the group, all said that it seemed a very good facility of information and guidance.

**Patient Arrival Screen**

The patient arrival screen was discussed (it was being installed as we held the meeting!) The group felt that it would be a very useful addition to the surgery, especially when the reception staff was busy!

**Dementia Awareness**

We discussed the Dementia awareness initiative that the Practice has committed to and we asked the PPG’s opinion regarding the signage in the surgery. The group commented that the toilet sign could be more visible, as could the nurse’s room. We will look at replacing the signage.

We also asked if the group would like to assist us with a ‘walk-through’ to assess all accessibility factors regarding a person with Dementia and any problems they may encounter-they agreed that we will do this at our next meeting.

**New Members**

We discussed the problem of recruiting more representatives for the Group, and the difficulties of trying to get representatives from different ethnicities, young people etc. and agreed that despite several attempts of advertising/word of mouth, we seem to be struggling! We agreed to keep trying!

**Appointments**

The group discussed pre-bookable appointments, and asked why there are not more offered per day- Dr explained that we need to offer more of a proportion of book on the day appointments to ensure that patients that really need a Dr on the day are guaranteed an appointment.

She also said that the option of talking to Dr is always there 11.30-12 should a patient need to- she would assess and give the patient an appointment on the same day if appropriate.

**It was decided to meet in 6 months’ time at the PPG’s request.**

**Date of next meeting TBA June 2018**