

Oughtibridge Surgery Patient Participation Group Meeting
Meeting Notes

Weds 21st November 2012

Present: D Ward, A Spooner, R Nicholas, J Greaves, S Barrand, J Barrand, D Parkes, T Bagshaw, D Davis

Next Meeting: Wednesday 13th February 2013

Item	Comments	Action
1.	<p><u>Minutes of previous meeting and matters arising</u></p> <p>The minutes of the previous meeting were agreed as an accurate record of the previous meeting on Wednesday 25th January 2012.</p> <p>Dawn Davis introduced herself to the group. She was the new Practice Manager and had been in post since July 2012.</p> <p>Dawn thanked everyone for attending the meeting</p>	
2.	<p><u>Patient Survey</u></p> <p>The patient survey needs to be repeated. Dawn asked members what questions they need to be asking patients particularly the 18-24 year old who do not engage with services. The group were concerned about the numbers of patients who do not turn up for appointments. Dawn agreed to do some analysis for the next meetings. Dawn agreed to repeat the survey that had been carried out previously. The group also asked how many appointments were available each week.</p>	
3.	<p><u>Practice Newsletter</u></p> <p>Dawn was interested in introducing a quarterly practice newsletter and asked the group what they would like to see. The suggestions were local contact numbers, seasonal issues and details of DNAs. It was also suggested that Look Local could be used to advertise and the practice booklet needs to be accessible to all and not just new patients.</p>	
4.	<p><u>Any Other Business</u></p> <p>It was suggested the practice have a stand at next years gala.</p> <p>Members asked for a clock to be put in reception and the bell needs to be replaced on reception.</p> <p>It would be nice to have tea and biscuits at the next meeting.</p>	
5.	<p><u>Date of Next Meeting</u></p> <p>Wednesday 13th February 2013 at 6.30pm.</p>	