

Moorland Medical Centre
Patient Participation Group

Summary of Meeting held on Tuesday 2nd April 2019

1. Practice - Reception Refurbishment

A lively discussion took place regarding the experiences of the members who had contributed some 350 hours to this project. There were suggestions made as to how the work of the receptionists could be made more effective and these were taken on board by Practice management. However, all those who had taken part were very impressed with how the receptionists coped calmly and effectively with the endless stream of patients requiring a wide variety of information and support. It was reported that a new Appointment Signing in Computer was on order to replace the current old one.

2. Group Performance and Action Plan

The finalised documents were distributed and will form the background to the Groups aims and activities during 2019/20.

3. Together we're Better

The Consultation on Urgent and Emergency services, Maternity, and Community Hospitals in the South of the County across Staffordshire will commence in May after the Local Elections and in addition to an on line survey there will be a local Consultation meeting in the Moorlands.

4. Waiting Room Displays

The next display will be an updated Social Prescribing display using the new Marketing display boards. Consultation is taking place with Practice staff on subsequent displays.

5. CCG Patient Congress / Review of local health services

Little to report awaiting outcome of Consultation on local health services and patient Congress not met since last meeting.

6. Medicines Matters

CCG has held a meeting of Champions but communication of information was inadequate and this has been raised with the relevant officer.

7. Primary Care Network

As reported the three Leek Practices are applying to become the GP Primary Care Network for the area. The application has to be submitted by 15-05-19 and if successful will become operational from 1st July 2019.

8. Date & Time of next meeting

10.00am 7th May 2019 **N.B. Annual General Meeting 10.00am 4th June 2019**