**GREENGATES MEDICAL GROUP**

**COTTINGHAM MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**07/12/2017**

**Present. Ros Jump,Paul Bush, Janice Waye, Pat Tomlinson, David Webster, Julia Marten,**

**Ann Wordingham, Sue Clough, Terry Brown, Susan Phillips, David Bright,**

**Mike Harness, Pat, Debbie, Maria, Anne**

**Version 2**

|  |  |  |
| --- | --- | --- |
| 1. | Apologies  Dr Vengala |  |
| 2. | Debbie, Maria and Anne introduced themselves and gave a short description of their role within the Surgery. |  |
| 3. | CCG GP Patient Engagement Group | No one available to come to the meeting |
| 4. | New Computer System | New system due to be down loaded mid January called System One. We have to reregister on the site so will have to contact reception for details. |
| 5. | Virtual Web Page | Not being removed? |
| 6. | New Web Site | One corporate site with Cottingham as a Branch. |
| 7. | Any progress with the notice board. | Pat discussed with Caroline who advised we provide the board but the Group need to apply their displays |
| 8. | It was suggested by the group to have a chart on the wall of all the people that work at Cottingham Medical Centre and what their role is. To aid Patients in directing themselves to the correct person. | Unfortunately due to the pressures of work, Pat still unable to complete. |
| 9. | The Group asked if the Posters could be re-organised as there was an awful lot of information to read and this puts people off | Pat to organise |
| 10. | Flu Uptake | 100%, started the campaign early |
| 11. | The Group discussed music in the waiting room. | The group voted against this |
| 12. | Auto Prescription Service | Users report that they are still unhappy with the service, when will issues be resolved? |
| 13. | The Group discussed the Terms Of Reference | Mr Bright and Dr Webster to fulfil this point. |
| 14. | Ros Discussed going to one of the Beverley PPG Meetings | This has been arranged with Barbara. Ros will report to the next meeting. |
| 15. | The group asked if Kyle could attend the next meeting and explain his role within CMC | Kyle unable to attend due to Child Care but will organise A Day In The Life of, to explain his role |
| 16. | Next meeting arranged | 08/02/2018 |