Parklands Medical Practice

Patient Participation Group Meeting

PPG Minutes 4th January 2016

Apologies: BR

Present: FP CH JLB JG AB DW JD CD Dr Johnson

1.FP update the meeting on staffing, we have 2 new receptionists, reception is working as a team across both sites with some changes to hours. The prescription line will be taken out of reception. Dr Hardwick is expected back from maternity leave at the end of April. We have offered Sofia Ola a 30 hour nurse contract which she has accepted & will take up post from the end of May.

2. FP showed the plans for alterations to Buttershaw Lane surgery on the over head projector. This will be done in 3 phases if we are allocated funding the bid has to be submitted to CCG by the end of Feb. There was discussion about the different schemes and what will be achieved. FP intimated that the Drs may proceed with Phase 1 to change 5 consulting rooms into 8 from the practice funds.

3. FP advised we had been allocated £10,000 from CCG it had to be spent on 4 categories; Improving patient experience, Healthy Hearts, Living longer better, Transforming mental health.

After discussion it was agreed unanimously to spend the money on: 2 water coolers one for each waiting room, 2 portable spirometry machines, 2 laptops to back up system, and to look at redesigning the car park at Buttershaw Lane to gain more spaces and another disabled space.

4.FP reported the friends & family questionnaire was working well and the practice will continue to use the same service next year. There has been improvement year on year in reception.

AOB. DW enquired re new phone system, there is no music when on hold so you think you have been cut off.

JLB. Reported having trouble with the electronic script service FP advised her to speak to IT. She also felt there was a problem with on line booking appointments, its not clear what site you are booking into.

Date of next meeting was set for 4.4.16 at Park Road