Caskgate Street Surgery PPG meeting 3/9/14 minutes

Patients present: Chris Waterman, Tom Juhos, Sheila Horner-Glister, Sue Thorpe, Pam Gilbert, Brenda Marriott, David & Helen Seymour, Lesley Lusher, Keith Rawson, Andrew Barlow and Delia Heppenstall

Staff present: Dr Dan Lane & Pam Steadman (Practice Manager)

1. The meeting was opened by Pam introducing herself and Dr Lane. A brief discussion took place on how the group should run, i.e the election of a chairperson and secretary and group numbers. Nobody volunteered for the chairperson or secretary role but it is hoped that at the next meeting there will be a volunteer.
2. Suggestions from the patients on what they would like to discuss:
3. The CQC report
4. The provision of a baby clinic
5. Services should be better advertised
6. Add an audible place in the queue to the telephone system
7. Have the self-referral forms for the mental health team (step for change) readily available for patients to collect without the need to ask reception or visit their GP.
8. Telephone triage
9. Update details via touch screen
10. Have a water dispenser in the waiting area
11. Contact the ethnic minorities to ask if they would be interested in joining the group.

Feedback will be given at the next meeting on these areas.

Next meeting Tuesday 14th October at 6pm