**Minutes of Highcroft PPG meeting held on Wednesday 13th November 2013**

**at Arnold Health Centre**

**Present:** Chair: Chris Foster Minuting: Steve Jones

**Patients representatives:** Arnold Harris, David Parkin, Peter Pelling, Brenda Chambers

**Staff representatives:** Jo Croft, Paula Watts

**Apologies:** Peter and Pam Horril, Ruth Jeffs, Betty and Owen Brooks, John Wilson

**Minutes from last meeting**:

Accepted as true record but it was noted that Horril should be spelt with just one ‘l’.

**Practice Report**

* One new Doctor has started with another starting in December.
* Medical   Paula advised Phlebotomy would by appointment from January 2014
* Chair to contact Hucknall PPG to ask how the booking appointments system for phlebotomy is working out.
* Building update  Paula advised that the main stairs would be out of action from 9/12/13 members of PPG to help with directions.

**Highcroft Constitution**

The final draft was approved and adopted without further amendment.

**Prioritising issues for PPG**

The following issues were identified and prioritized for future PPG agenda items:

1. Patient survey
2. PPG Support for next phase of building
3. Suggestion box
4. CQC
5. KPI (Steve to investigate  KPI's within the health sector.)
6. Quality Assurance
7. IT systems
8. Phone stacking
9. Infection control
10. Confidentiality
11. Reception issues
12. Dealing with difficult people
13. Continuity of care
14. Cancellation
15. Virtual PPG

**Patient Feedback**

* A visitor felt it was inappropriate for Reception staff to be chewing gum at the desk.
* Two patients reported: Reception staff were welcoming and friendly on latest visits.

**Date of next meeting:** 5.30.p.m. 11/12/13