

Manor Park Medical Centre Participation Group Meeting 18th February 2013

Agenda & Minutes of meeting

Welcome and thank you for attending the patient participation group meeting

1. WM asked the group if it was OK to create a Patient participation group display in the waiting area to encourage more people to join the group. WM asked RC if it was OK to use the Star photo of the defibrillator presentation RC agreed. DP is going to ask the star if we can have original copies of the photos, including group pictures.

2. WM asked the group about the annual survey and asked if the group thought it was appropriate to use the same questions as last time to see if the Practice have improved or not. The group agreed. CB will do the administration for this and start handing out questionnaires Monday 25th February.
 - 2a. One of the questions on the survey was brought up by DP (ease of contacting practice via telephone). He asked regarding ring back or a call waiting system. The price of phone calls the patients would incur were discussed and agreed that this was not appropriate.

3. WM asked the group regarding confidentiality in the waiting area. BH said it would be a good idea to have the seating in the far side waiting area and have a queuing system for patients. DP also mentioned to put up a sign for patient to speak with reception staff privately if necessary (.there is a sign in place to inform patients if they need to speak confidentially.) The group surveyed the waiting area. A screen was also mentioned to be put up near the 'far side' receptionist for telephone calls. WM/CB to discuss with the partners.

4. WM asked the group if they had any other concerns to raise. BH and RC mentioned about Boots Chemist and waiting times for prescriptions. WM will try and arrange a meeting with the pharmacist, however locum pharmacists are currently in place.

5. BH mentioned that he thought the triage was working well and was a good system. The group agreed. WM to pass message/praise onto clinical staff.

Next meeting Monday 11th March 1:30pm