


## **CAMBRIAN MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**Minutes of meeting held Monday 23<sup>rd</sup> September 2013**

**At the Cambrian Medical Centre.**

1. **Apologies from: Ella, John, Barry. Carol, Derek, Peter.**
2. **Minutes from last meeting were approved and recorded.**
3.  **Sheila gave an update on extra rooms on the ground floor being hopeful for Jan 2014, giving 4 extra clinical and 5 office rooms. Flu vaccinations were underway, with nasal for children in the 2/3 or at risk groups. Also shingle jabs were available for 70 and 79 year olds only for this year.**
4. **It was stated that car parking is still problematic.**
5. **No Doctor was free for to-nights meeting.**
6. **We need to form a focus group to look into improving wellbeing of the population, also to gather hard evidence, promote the use of the green areas for exercise and monitor.**
7. **The surgery web page is under review mistakes will be rectified and the doctor list will be updated. Any ideas then contact Sheila.**
8. **It was suggested that we organise our own questionnaire and seek feedback from patients on it's format.  
We also need to create an action plan and follow it. The format should look like:  
Highlighted / action required / who by / date completed.  
Also need a working party for any questions.**
9. **Oswestry show is reported to have gone well with the emphasis on flu vaccinations.**
10. **A virtual group was suggested as a means of communication using e mail, phone etc. Also posting agenda / minutes on website.**
11. **The patient waiting area has now had new door system put in place, with new signs. There are 9 seats for 4 doctors.  
Praise where due!!!! On 2 occasions recently we have had fantastic service (as usual ) from our doctors. First occasion: doctor is running late another doctor helps out by seeing patients while waiting for his own to arrive. Second; Patient mistakes appointment time and arrives over an hour early, reception inform doctor who slots patient in, to save wait, with no delay to other patients.**
12. **Date and Time of next meeting; Monday 25<sup>th</sup> November at 6.00pm.**