**Minutes**

**STOCKTON HEATH MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Wednesday 17 April 2013**

**5.30pm – 6.30pm**

**Present: Karen Wright, Bernie Wilkinson, Dr Zoe Thompson, Heather Miller, Kit Heald, Hilary Wood, Allan Mackie, Ian Mackenzie, Roy Knight, Jack Froggat, Dorothy Carter**

**Apologies: Julie Scholes, Dr Gareth Cox, Ann Jones, Bob Lyall, Susan Scales-Barlow**

* **Future ideas – Open Day**

Discussion about whether to concentrate on services provided by the full team here at the surgery rather than on external providers – to help promote positives of service - Dr Thompson to discuss with clinical team if happy with idea.

Allan to check dates of hospital open day to try to avoid clash – post meeting date which would be good for Practice team, September 20th (no annual leave and prior to flu clinic season).

* **Productive General Practice program** – involving patients overview

[www.productivegeneralpractice.co.uk](http://www.productivegeneralpractice.co.uk) (PGP) - video shown to group which explains how the programme works. Module “Patient Involvement” discussed in brief. A volunteer from group required to attend workshops. Further information from Karen once she has attended meeting 30 April.

* **Appointment system – FAQ**

Group given copy of FAQ- displayed in surgery and on website. The Practice continues to receive complaints about the appointments system – this is an area of service that will be covered by PGP work.

* **Car Park**

Problems continue with the Practice being asked to provide evidence about a patients’ attendance at the surgery when they receive a parking ticket following delays in the surgery. An agreement has been reached for how to deal with this. Reception team advised.

* **FOCUS** –

Dorothy discussed the group which works in partnership with local universities which enables carers and health care users to get involved in enhancing student education, staff development and research. A mini event will held at the surgery to promote the service and to support recruitment. Copies of leaflets to be given to clinicians. [www.focus-nw.co.uk](http://www.focus-nw.co.uk)

led research.

**Date for next meeting: Wednesday 5th June 2013, 5.30pm**