**Holmlands Medical Centre Patient Participation Group meeting –28th March 2014**

**Present:** Paul Brady, Keith Heller (Chair), Mary Jones, Barbara Lewis, Dr Srivastava , Angela Davies (minutes)

**Apologies:**  Joanne Bloor, Pam Davies, Colin Derby, Jodie Needler, Jenny Pierce, Jan Williams

1. **Discussion re Wirral Well online directory**

This is an online directory for health, social care and wellbeing. We agreed that Holmlands PPG should be included in the directory.

1. **Group Attendance in waiting areas – thoughts and ideas for progress**

All agreed we would like to progress this. It was felt it needed to be 2 people at a time. We would need to see who from the PPG were able to attend any such sessions.

1. **Practice update**

It was suggested a sign be up in reception about the option of the children’s play area.   
*Action Barb to action this sign.*

The new patient call system that is planned was explained by Barb. It will be helpful in numerous ways.

Emma who is new to the practice is settling in well.

Barb explained about the practice telephone consultation system.

The importance of patients remembering to tell the surgery of change of address and or telephone contact number was discussed. *Action: Barb to sort out a sign with forms, pens in reception so people can fill in form and then pass to reception if their contact details have changed.*

1. **A.O.B**

Meeting agreed it was good to see Dr Srivastava and we gave him our best wishes as always.

Mary wished Angela well in the forthcoming local elections in May. Angela is standing as the Labour candidate for Oxton ward.

**Next Meeting:** Friday 9th May 2014, 5pm