

MINUTES

Title of Meeting: Patient Participation Group (PPG)

Date: 5th December 2012

Time: 2pm – 3pm

Venue: Health Education Room, Avondale Health Centre

Present:	<u>Practice</u>	<u>Patients</u>
	Lorraine Lowe Marie Bryan	Jill Atkinson Carol Smith William Wood Edmund Ainsworth Diana Bradley Jill Atkinson

Minutes by: Marie Bryan

Item	Topic	Action By
1	<u>Apologies</u> Robert Bradley	
2	<u>Minutes from Previous Meeting</u> Agreed as accurate	
3	<u>Matters Arising</u> All action points had been transferred to the Action Plan	
4	Marie advised the group that the Practice had done the Patient survey during November. The practice distributed 300 questionnaires of which 223 where returned. These had yet to be analysed and the results would be brought to the next meeting.	
A	Marie to bring Patient Survey results to next meeting	MB
5	PPG Action Plan Please see separate document for updated Action Plan	
6	Any Other Business Discussion again on treatment centres. Growing concern on the central booking system, travel to the different centres and continuity of care.	
A	Queries as to what services are in Bolton One. Marie to look at services offered	MB

Registering on the new Practice website

Concerns about the difficulty of registering on the new website.

A

Marie will look into this and get feedback.

Discussion on what services opticians give. These would differ as they are private enterprises. However, we now can refer patients to Specsavers for hearing tests. This has been commissioned through the PCT/CCG.

Marie advised that the practice now has a hearing loop for the ease of patient hard of hearing. It had been decided to purchase a portable one so it can be used in consultation rooms as well.

We also discussed the use of Language line for patients for whom English is not their first language, whilst some patients may have a good command of English they may not understand medical terms, so for patient safety this method is used.

7

**Next Meeting Date
TBC**

MB