

**MINUTES**

**Title of Meeting: Patient Participation Group (PPG)**

**Date:** 12<sup>th</sup> June 2013

**Time:** 2.00 – 3.00pm

**Venue:** Health Education Room, Avondale Health Centre

<b>Present:</b>	<u>Practice</u>	<u>Patients</u>
	Dr P J Priest	Diana Bradley
	Marie Bryan	Edmund Ainsworth

**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	Dr Priest introduced himself to the PPG members as he had recently joined the practice as principle GP.  Dr Priest asked how members found accessing appointments at the surgery. Generally no problem. Discussion on how to tackle DNAs. Marie advised that the practice is looking into texting service and that this should be operating in the near future.  <u>Patient Survey</u> results were discussed and the indication of patients lack of awareness around some of the services available outside of the GP arena.  Marie would look into relevant information and add to a newsletter and on the website.	<b>MB</b>
	<u>Waiting Room</u> Members, when attending their own appointments, had noticed that elderly patients were struggling to stand from the chairs that are in the waiting room. It was advised to the members that staff are on the lookout for patients unsteady	

on their feet in order to assist.

Marie advised that she would look into the chair situation with the provider of these.

**MB**

**5 PPG Action Plan**

Please see separate document for updated Action Plan

**6 Any Other Business**

Bolton One Parking: Parking at the new centre is causing a lot of concern Marie advised that a multi storey car park is available but was not clearly signposted. A signpost is now in place.

**7 Next Meeting Date**

**Wednesday 2nd October, 2 – 3pm Avondale Health Centre, Health Education Room**