

MINUTES

Title of Meeting: Patient Participation Group (PPG)

Date: 29th July 2014

Time: 2 - 4pm

Venue: Consulting Room, Avondale Health Centre

Present:	Practice	Patients
	Marie Bryan	Diana Bradley Robert Bradley Jill Atkinson Carol Smith Christine Kay

Minutes by: Marie Bryan

Item	Topic	Action By
1	<u>Apologies</u> Amanda Hurst	
2	<u>Minutes from Previous Meeting</u> Minutes Ok	
3	<u>Matters Arising</u> All action points had been transferred to the Action Plan	
4	Marie informed the group of the Healthwatch meeting dates and venues. If patient wished to attend then please do so. Marie would attempt to attend herself or send a representative.	
5	PPG Action Plan Please see separate document for updated Action Plan	
6	It was requested that receptionist had some training on giving results out. Marie did advise that it is not appropriate for non-clinical staff to give out other than what the clinician has written. Sometimes when clinical staff are on reception they are able to do this. Discussion on the general state of the Health Centre and surrounding area. Very untidy and full of rubbish at houses that surround the Health Centre.	

	Action: Marie to contact councillor for the area	MB
	Reports on Podiatry appointments from central booking at Waters Meeting – very poor. Action: Marie to contact person responsible	MB
7	Next Meeting Date TBC	