

Meeting minutes from Patient Participation Group 04/05/16

In attendance: Mark Dunker, Practice Manager

Jacque Burgin, Practice Administrator

Chloe Houghton, Receptionist & HCA

Pat Knowles, Patient

Brian, Allen, Patient

Ann Booker, Patient

Margaret Mitchell, Patient

Apologies from, Brian Liversidge, Patient

Robert Lumby, Patient

- We discussed the purpose of the group and the ground rules. These were agreed upon and a copy of the agenda was given to everybody. We collectively agreed to meet once every 6 weeks initially and to vary the day and time of meetings to accommodate the members. It was also agreed upon that 12 is a good number of members to aim for. Any suggestions from existing members are very welcome. Please contact Chloe or Jacque with names of suggestions.
- It was agreed upon that all meetings will be one hour long.
- Next on the agenda was the prescription ordering line. This is a new service from the NHS. All calls regarding the ordering of prescriptions will be answered at the 722 building by pharmacists and pharmacy technicians. You were given the information leaflet about this and initial feedback was positive. There will be no changes to the way you collect prescriptions or to the repeat dispensing scheme.
- The subject of appointments came up. The members felt over the last few months it has been harder to get a Dr's appointment. Mark explained we are aware of this and are always trying to improve on this and any suggestions are welcomed. This subject will be revisited at next meeting to talk about any suggestions.
- We then discussed the extended hours the surgery offer. Most of the members were unaware we offered early morning appointments and some Saturday mornings. It was felt this was a really good service but could maybe benefit from a more structured approach so patients know when they can access these appointments.
- We decided meetings on Wednesday afternoons are good for us all as long as plenty of notice is given.
- On the next agenda will be prescriptions as decided at this meeting. Any further suggestions are welcome and can be passed on to Chloe or Jacque.