

WALDESLADE SURGERY

Patient Participation Group Meeting Tuesday 10th August 2010

Minutes

1.	<u>Publicity article in Chronicle</u> – with certain practices given Quality Practice Award. The group offered formal congratulations to the practice on this achievement. Dr Welchew informed us that they were working towards <u>Gold Standard Care</u> – a teamwork approach to “End of Life” care. District nurses and Macmillan nurses are involved in the care of the last days of life.
2.	<u>Information Booklets by Sr Julie Daughtry</u> Comments on these – favourably impressed with perhaps a change of format. Very helpful when first diagnosed with a condition.
3.	<u>Triage Service discussed</u> Public comments welcomed this. Some people concerned about discussing problems with the receptionists, but this does not happen – confidentiality is respected, and only discussed with the doctors.
4.	<u>Touchscreen Check-in</u> This is not used as much as expected – it does give patients information about any delays.
5.	<u>Staff Photographs</u> Dr Farmer is to take the photographs, but at the moment he is away on holiday (the staff are now wearing name badges).
6.	<u>Missed Appointments</u> So many appointments are missed. If default 3 times then sometimes a letter is sent to the patient.
7.	<u>Chair Person</u> We discussed selecting a new chairperson. Praise and grumble sheet – possibility of putting age on.
8.	<u>Purchase of Flu jabs discussed</u> Not possible at surgery but can be obtained at chemists/supermarkets.
Date & time of next meeting: Thursday 7 th October at 1.30pm (AGENDA NEEDED)	