

WALDESLADE SURGERY

Patient Participation Group Meeting 23rd June 2010

Minutes

Present:	
Judith Pattison – Practice Manager	Jean Gibb
Carole Wood	Philippa Law
Donald Dennison	Pauline Franklin
Cynthia Shaw	Hilary Sullivan
Dr R Wastling - GP	Kevin Doyle
Dr A Ward - GP	Sr J Daughtry – Nurse Practitioner
Apologies:	
Betty Knight	

Mrs Sullivan was welcomed to the group.

1.	<u>Matters Arising</u> Recruitment of younger members Small number of people have responded but some can only attend in the evening (next meeting to be held in evening). Photo Boards Photos are to be taken of staff and displayed.
2.	<u>Patient Information Leaflets</u> Julie showed examples of these leaflets she had designed for various conditions e.g. heart condition, diabetes, pulmonary disease, NHS smoking helpline. We were given examples of different formats and asked for our comments – to be discussed at next meeting.
3.	<u>Quality Practice Award</u> The practice has been involved in this assessment procedure and proved satisfactory. This is quite a rigorous inspection.
4.	<u>AOB</u> A request was made for a prescription box outside the surgery for when the surgery is closed. It was decided this was not a good idea because of the possibility of vandalism. <u>Telephone Triage</u> Discussed possibility of speaking to a nurse before seeing the doctor. Also the responsibilities of receptionist in answering medical queries.

Surgery Telephone number

A request was made concerning the use of the old telephone number. The 0845 number should be used, and if after hours the emergency service will come into action.

Air conditioning in waiting room

This was discussed but not possible because of too many doors opening. Possibility of water fountain also discussed.

Date & time of next meeting: Tuesday 10th August 2010 6.30pm-7.30pm