Minutes of the Patient Participation Group meeting held on Thursday 17th October 2013

Present: Dr I D Brown, Mrs Alicia Brown, Mr Michael Nixon, Mrs Samantha Bradshaw, Mrs Valerie Kimberley, Mrs Eileen Wellock, Mrs Deanna Pilkington

Apologies: Mr Christopher Whale, Mr Ian Jackson, Mrs Julie Hilton

Resigned: Mrs Penny Sagar

1. The minutes of the last meeting were approved as a correct record.
2. A talk was given to the group by Mr Anthony Doggett from Healthwatch Lancashire describing their role in the new system.
3. Alicia informed the group that the new surgery telephone number was 01282 811911 and that this would become fully operational from 1st November 2013, although the number could be used now.
4. Progress had been made regarding the new reception and the notes were being transferred from general office into a filing room. Once this had been completed Alicia would have plans drawn up for a new reception.
5. Alicia gave a brief overview of the new Shingles vaccine.
6. Dr Brown reported that the CQC were due to visit the practice on Tuesday 22nd October and asked whether a PPG representative would be prepared to speak to them. Mrs Wellock kindly volunteered and Alicia would pass her number onto the CQC.
7. Dr Brown reported on the treatment room services.