**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 30th April 2019 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Mr Chris Casey (CC), Mrs Donna Jackson (DJ), Miss Caroline Butler (CB)

**Apologies:** Miss Vicky Greenwood (VG), Mrs Lindsey Smethurst (LS), Mick Martin (MM),

1. **Actions /Feedback from Previous Meeting**

CC apologised for not sending out the meeting dates, will catch up and send a new date to everyone.

1. **New Actions**

*Phone Message*

We have added the following phrase and updated the phone message – “Your call may be recorded for training and monitoring purposes”

Please let me know if you have any feedback about the new phone message.

*Cervical Screening*

DJ recommended contact patient who still haven’t attended and offering them a “chat” about the smear – just to see if patients would be willing to come in and discuss it without feeling obligated to have the test done there and then.

*Facebook Group*

We have had a couple of suggestions already via the Facebook group e.g. music in the waiting room, and the call in screen “reading” out the patients’ name. Thought it would be a good idea to try this, does seem to help patients notice when they get called.

*How do I? Prescription Ordering*

We’ve updated the how do I section on the website – we now have new way to order acute medicines via the practice website. It was a problem with patient access that if you are only on acute medication you can’t order via patient access.

*Qof and New GP Contract*

Will postpone this until we have more members present.

1. **Any Other Business**

DNA’s – DJ asked for an update on DNA’s at the next meeting.

1. **Standing Agenda Items**

**Staff**

No Update

**Patient Suggestions**

5 - Extremely Likely

4 - Likely

1 - Neither likely or unlikely

0 - Unlikely

0 - Extremely Unlikely

**The next meeting is Tuesday 25th June 2019**