**Patient Participation Group (PPG) Meeting September 2012**

Introductions

The practice briefly welcomed everyone to the second Group Meeting and explained to the PPG why a Health Care Assistant was attending the meeting and their role within the Practice

Health Promotions

The Health Care Assistant explained in more detail their role in promoting health care. They explained that it was planned to hold eight sessions with patients covering subjects such as BMI, Diabetes, “five a day” etc.

The Health Care Assistant explained that campaigns will be advertised using the TV screen and Posters in the Waiting Room and by word of mouth.

The PPG asked if the list of Health Campaigns could be available for the Flu Clinics. The Health Care Assistant advised that timescales my prevent this however we will endeavour to make the details available

Waiting Room

The PPG asked if it would be possible to have magazines and children’s books in the Waiting Room. The Practice advised that there were certain health and safety issues surrounding this however it was agreed that this would be investigated further.

PCT Patient Group Meeting

The Practice gave some background on the meeting that was due to take place on Tuesday. The PPG said that they would like to attend. The PPG confirmed they were still available. The Practice confirmed that the PM and Health Care Assistant would be attending from the Practice.

Handwash in Waiting Room

The PPG asked if it would be possible to handwash available for patients in the Waiting Room. The practice advised that this would be looked into.

Flu Clinics

The Practice confirmed that the flu clinics would be drop again this year. The patients responded that these had proved unpopular last year. The practice stated that these views had been considered however drop in clinics allowed more patients to be seen than would be possible under an appointment system. In light of the comments made last year an additional number of clinics would be available this year and Saturdays morning would be employed this year.

The practice confirmed that they would conduct a review in how the clinics had run this year and that he would ask for the Groups views at future meetings.

Appointments being missed

The Group asked if there had been any improvement in the number of patients not attending their appointments. The practice stated that they were now sending out text messages to patients and the initial figures suggested that there had been a slight improvement, The Group asked if the “missed appointment” messages could be displayed more prominently. The Practice confirmed they would look into this and was looking at using the TV screen for this purpose

Patients Waiting for Appointments

The Group asked if the patients could be kept informed when clinics are running late. The practice stated that this was being done and announcements on running times were regularly made, however he would issue a reminder to the Reception staff.

Prescriptions

A question was asked if a patient would be charged for items on their prescription which they did not require (eg script has 3 items on it but the patient only requires 2 of them). The practice advised that he did not know the answer but would investigate further and give feedback at the next meeting

Badges for Group Members

The PPG asked the Group could have badges to wear when they were working on the Practices behalf in the Waiting Room – The Practice to investigate

Chairs in Waiting Room

The Group had noticed the chairs in the Waiting Room were being cleaned with spray that contained bleach. They were very happy that the chairs were being wiped, however they were concerned that the bleach may have an impact on the chairs.

Décor

A discussion took place over the current décor within the waiting room. The colours are not considered to be co-ordinated and the state of the carpet was commented on. The Practice explained that funding was not currently available for redecorating; however the views of the Group would be considered when budgets allow

Meeting Closure

The meeting closed with the Practice agreeing to hold the next meeting towards the end of November/beginning of December.