Patient Participation Group meeting 3rd May 2018

Present:

Ann Morton

Geoff Best

Ric Jones

Leila Simms

Else Shaw

Barbara Duncombe-Moore

Alan Hathersmith

Trevor Rose

John Woodward

Jillian Naylor

Robert Naylor

Joanne Wardle

Danielle Clark

Barbara Clark

Debra Juett – Practice Manager

Farai Pfende – Volunteer from Dementia Friends

Apologies:

Amanda Holden

Minutes from last meeting agreed

Discussed problems INR patients are having booking blood tests in phlebotomy clinics –DJ will contact CityCare for more information

Telephone and appointment system – shorten queue for telephone system (to be altered), was noted that receptionists seemed to be tied up with patients at the desk and not answering phones. This will be discussed with partners and improvements to phone problems will be made.

Farai from Dementia Friends delivered an information session. The group found this very interesting and helpful. Discussions took place regarding patients with dementia, how to help them and their carer’s. There was also information about where carer’s can go for support.

Possibilities of the group with the help of the surgery setting up a local support group were considered. This will be looked at in more detail at a later date.

Overall the meeting was a huge success.

Next meeting 2nd August 2018 at 2pm