

PATIENT PARTICIPATION MINUTES

Anonymous version for website

<u>TITLE OF MEETING:</u> PPG <u>CHAIR:</u> Carole	<u>DATE, TIME AND VENUE OF MEETING:</u> 25.09.2014
<u>THOSE PRESENT:</u> Rosie Dr Grove 4 PPG representative In Attendance: Fraser Dooley from Amy's Care <u>Apologies;2 PPG members</u>	

Thank you to all who attended. Please accept our sincere apologies for the lighting not being on when you were leaving. By the time the lighting was switched on you had all managed to make your way safely to your vehicles. The loose top step has been noted and arrangements are in place for it to be repaired. **This has now been repaired 01.10.2014** Previous minutes were agreed and Rosemary informed us that the music disc is still work in progress and once complete we will be able to play it in the waiting room.

<u>KEY ITEMS TO BE DISCUSSED:</u>	<u>ACTION:</u>	<u>BY WHOM:</u>
1. Loop Induction will be replaced	On order Received and in situ in reception area 13.10.14	Carole/Susan Higson
2. CQC We have now received our report back from CQC and as a result we had a condition imposed on us in the interest of patient safety with regard to the way we previously dispensed medication.	This has now been addressed and we have made changes to the way we dispense medication with regards to repeat medication requests	Dispensary/Dr Hooper
3. Driveway and Lights (Lights were installed on driveway w/c 13.10.2014)	Quotes have now been accepted and the driveway and the lighting will be renewed as soon as the contractors are free to	Called Contractor 29/09/2014 for update on timings and this

<p>4. Further on from the CQC visit we will be investing in the building and you will see alterations going on which will include updating reception desk and GP/Nurse rooms</p> <p>5. Fraser Dooley from Amy's Care attended the meeting and updated the group on the services that Amy's Care offer. From 3rd November they will be moving to the Museum and everyone is welcome to attend</p> <p>We discussed trying to recruit new younger members to the group and Dr White had been in contact with the local Headmaster but he had not as yet informed the students of our desire to recruit young members to the group.</p> <p>We discussed with the group the new patient satisfaction questionnaire which we will be handing out to patients in the coming weeks</p> <p>Next Meeting date agreed for 8th January 2015 @ 7pm</p>	<p>commence work</p> <p>Still in planning stage at present</p> <p>If anyone wants to contact Fraser the details are: Tel: 016973 71087 or visit the website on www.amys-care.co.uk</p> <p>CFEP Patient Survey</p>	<p>work will be carried out in January onwards. No available contractor prior to this date</p>
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