

# CASTLEHEAD MEDICAL CENTRE

## MINUTES OF PATIENT PARTICIPATION GROUP

<b>TITLE OF MEETING</b> PATIENT PARTICIPATION GROUP		<b>DATE TIME AND VENUE OF MEETING</b> PRACTICE MANAGER ROOM CASTLEHEAD MEDICAL CENTRE 28 <sup>th</sup> November 2013	
<b>CHAIR</b> <b>SENIOR ADMINISTRATOR</b>	CAROLE BELL ROSIE THEBE	<b>PATIENT PARTICIPATION MEMBERS PRESENT</b> 3 Members present at meeting	
<b>KEY ITEMS TO BE DISCUSSED:</b>		<b>ACTION</b>	<b>BY WHOM</b>
Previous Minutes		Group requested that confidentiality be adhered to regarding group members names and that they are not published on the Website	Members names excluded from website Carole/Rosie
Patient Survey		Discussed and approved survey. Survey to be done over 2weeks. Provide clipboard and pens. Large print forms available. Assistance for other languages.	Carole/Rosie
New booking in system discussed Some patients like it and some don't. However, the majority like and accept it.		Add more information to the TV system advising of PPG etc	Carole/Rosie
Request to switch off the radio		Radio to be removed from waiting room	Carole/Rosie
Assurance given that all children under 5 will be seen on the day		Ensure all receptionist know	Carole/Rosie
When not able to book a patient their desired appointment, ask if they are prepared to wait until the availability of their choice or if they would see another clinician. If patient thinks their appointment is necessary for on the day or feel they need to be seen as an emergency reception to ask if they could give an indication as to the nature of the emergency rather than blatantly ask for their symptoms		Advise reception of requests	Minutes to be given to all staff for update
Open day to be arranged for PPG		Arrange date and inform patients	Carole/Rosie
Next meeting to be an open evening 19 <sup>th</sup> March with coffee and biscuits		Presentation on TV in waiting room	Carole/Rosie