**MINUTES OF PPG MEETING AT DOCTORS P L KAUL, S KAUL AND DOCTOR G K GILL**

**Harden Health Centre**

**Harden Road**

**Walsall**

**WS3 1ET**

**29.5.2018**

**ATTENDEES:** Jane Watkiss (Co-ordinator) Charlotte Webb (Practice sister), Christine Mercer, David Watton, Kathleen Watton,

**APOLOGIES:** Joyce Ettle

**MINUTES FROM PREVIOUS MEETING:**

Read and correct

Copies of the FFT’s were given to the group members

**Grab Rails**

**It was suggested some months ago and in the previous PPG meeting that grab rails to be fitted to the walls in the corridors by consultation rooms for less mobile patients**

**This could be an accident waiting to happen if a patient was to fall.**

**This was raised again, and group members asked if this could be escalated to the NHS property services due to it being a risk to patients and a health and safety issue**

This request has been emailed to NHS property services, NHS property services have sent a form back through email for details to be completed to see if grab rails are able to be fitted and the costings.

**Urine dip sticks**

Group members said that it would be more efficient for the Gp’s to their own urine dipsticks whilst the patient is in the consultation room.

This will reduce delays to the patients and clinicians

**Prescription Request**

Group members were informed that the surgery now takes prescription orders over the telephone.

This has made the telephone lines a lot busier but the patients are happier.

**Active signposting**

**Group members were informed that Jane and Tracey attended active signposting training**

**The aim of this was for the patients to be directed to the right clinicians for their medical problems.**

Group members said that it would be better for a clinician to direct the patient to the correct clinician

And feel it would be hard work but it is worth a try to see it would work.

**Telephone calls**

It may be beneficial for the surgery to filter the telephone calls i.e.

* Prescriptions
* Appointments

It may also benefit the surgery if the surgery had mobile in case of emergencies.

**DATE OF NEXT MEETING:** 21.8.2018. At 1:30pm