**ST THOMAS ROAD SURGERY**

**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING**

Thursday 18th September 2014

1. **Present:** Nick Brown, Practice Manager. Jan Power, Chairman. Christine Gill, Secretary. Margaret Roberts, Janice Cameron, Tony Lumb, Graham Isherwood, Dick Taylor.
2. **Apologies:** Dr. Roberts, Dr. Wakefield.
3. **Matters Arising:**

The new male nurse, David Lighten will commence work on 1st. October.

1. Appointments for the same day. There are always appointments left for emergencies. If patients are told there are no appointments, the problem should be reported to Nick Brown. Also, the patient can ask for a telephone appointment and the Doctor will assess the situation and act appropriately.
2. Telephone calls. If there is a ‘queue’ whilst waiting to speak to a Receptionist, the caller should be told where he/she is in the queue.
3. Jan Power brought a card with her which she had picked up from the hospital. It was a ‘Patient, Family and Friends’ card which asked for a response to the quality of service received. Christine was to produce something similar for use in this Practice.
4. The next meeting was scheduled for Thursday 27th Nov at 1.00pm