

Patient Participation Group Minutes of Meeting 19.03.2014  
7-8.30pm

Castlehead Medical Centre

An advertisement was placed in the Keswick reminder to try to attract new members to the evening meeting of the 19.03.2014 on the 12.03.14. Only two new members were recruited as a result.

Alternatives to GP appointments were discussed for those patients who required advice and as a result PPG members requested that a list be made available of services that local pharmacies can deliver with regard to patient advice e.g. flu vaccination, medication review.

Respite care for carers was discussed and it was highlighted that there was a lack of resources for carers in the area. This was highlighted to the CCG the following day.

A new patient survey was agreed and passed by the group and the group agreed that they would be involved in the feedback and analysis of the results. It was suggested that we also put an article in Kesmail to alert patients who do not attend the surgery on a regular basis. Survey to be added to Website for on line users to complete.

Other suggestions to recruit new members was to contact the local school to see if we could attract younger people to the group.

Poor podiatry services and x ray results not being available information via a patient's patient journey were discussed and fed back to CCG the following day.

One member highlighted that Care Homes have the television on and it aggravates Dementia patients and that music is far more calming for them and wondered if anything could be done with regard to this.

Lighting surrounding the surgery needed to be improved.

Next meeting to be held 26<sup>th</sup> June 7-8pm at Castlehead Medical Centre

New Members always welcome