

Patient Participation Group (PPG)

Dr Shetty & Partners, Pallion Health Centre Hylton Road Sunderland SR4 7XXF

Minutes of Meeting

Held on 27.11.2014, 12-1pm at Pallion Health Centre

Attendance: - Kate Doughty, Mr Arnold, Mrs Lawson, Mr and Mrs Freeman, Mrs Moss, Mrs Hadlington

Apologies: - Chrissie Todd, Dr Bagchi

Minutes

- Minutes of last meeting agreed
- Matters arising
 - Mrs Freeman asked for the raised profile of covering and caring be continued in the practise.
- Recruitment poster
 - These to be displayed A3 in waiting room and A4 size in all consulting rooms.
- National Association for patient participation
 - Mr Arnold confirmed our membership of the Association.
 - He went on to highlight some of the areas in which our PPGroup could be involved in which have worked in other practices.
 - He highlights the need for a wider patient membership of the group which was more representative of the practice patient profile.
 - Changes to the frequency of meetings and the time will need to be considered as a matter of urgency.
 - Many of the future areas of development of the PPG were dependant on recruitment of new members.
 - The group considered how we could be more influential in areas such as: encouraging more use of the internet in re-ordering prescriptions and booking appointments by patients.
 - Are we able to influence the high non- attendance rate.
- Other areas discussed involved
 - The progress being made to introduce electronic prescriptions to practice
 - The need for practice staff/doctors to be part of the PPG
 - The PPG to be made aware of involved in strategic planning and development of the practice.
 - Current waiting time for appointments.
- Revolved
 - Mr Arnold to discuss some of the matters raised with the practice manger before the next meeting.
- Meeting closed at 1.00pm

Date of next Meeting: Thursday 22rd January 2014, Time: 12.00pm – 1.00pm

Agenda

- Attendance
- Formalise the group status and constitution
- AOB