**CLAYHILL MEDICAL PRACTICE**

**PPG MEETING THURSDAY 24/01/13**

**6.00PM**

**Attended:**

Annie Bailey

Sandra Greensted

Dr Hlordzi

Catherine Sackey

Mischa Afedzie-Hayford

Marlene Moura

**Non Attendees:**

Kate Akindipi

**Minutes from the last meeting were discussed**:

Sandy has spoken to Dr Hlordzi about the television for the Waiting Room, have been on the internet and information has been given to Dr Hlordzi on what item to order. Estates are to install the television. Ideas of advertising Out of Hours and A&E, Sandy is getting information from the PCT to put on the DVDs.

Marlene commented on the new 111 number, which replaces the NHS Direct number to also go on the dvd.

Sandy was looking at ways to prevent patients going to A&E because of the charges involved.

In some areas Out of Hours are not getting many patients throughout the week and more at the weekend, a comment was made that surely it is cheaper for patients to attend A&E rather than a doctor being paid in Out of Hours when there are no patients. This needs looking at.

No suggestions were back the Patient Survey.

Was suggested that the PPG meetings were to be held every 3 months – to be discussed.

There are now 2 virtual members, will try to invite them to future meetings.

The notice boards have been tidied up by Sandy and Annie. A suggestion box has been put on the waiting room.

Marlene suggested that the dates of the future meetings to be put on the PPG Group Leaflets and maybe the Practice Email address.

Feedback from the Patient Survey. Annie said it was to be kept compact for the patients. Was noted that maybe a box with: Not Relevant should be put on it for the next survey.

Dr Hlordzi joined the meeting at 6.30pm.

Marlene and Catherine commented about the survey that some of the questions were not relevant, they are to tweak the survey for next time. Not to be in colour.

Marlene suggested that the patients should be informed of waiting times and reasons for delays, and for the Waiting Room window to be open. Pre-recorded messages for lateness to be put on the television once set up.

Diabetes Newsletter suggested to go on the noticeboard for the patients.

Suggested that the meetings are to be bi-monthly.

The group are to discuss an Open Day with the involvement of Vitality.

Dr Hlordzi commented that there is still money in the budget for the PPG.

Catherine put suggestions forward for the Comments Forms – maybe comments for the staff should be put on a separate form. Also to put the Confidentiality Clause on the forms.

Catherine is to amend the Survey Form and email to the group.

**Next Meeting for Wednesday 20th March 2013 at 6.00pm**