



PPG MEETING MINUTES

Date 31st October 2013

Attendees: Dr Laxman Ariaraj; Sally Funston, Alison Wood, Vida Wilson, Elizabeth Harding, Rodney Brown, Jan Williams, Skander Khayati

Apologies: Mary Evans, Gill Abbott, Mary Merry, Robert Giles, Sydney White, Christine Koop, Robert Ellis and Paula Dewhirst

TOPIC	NOTES	ACTION
Welcome and Minutes	<p>Dr Ariaraj welcomed everyone to the meeting, and gave apologies for members.</p> <p>The minutes were reviewed and confirmed. Alison Woods had said she would check about holding CAB appointments here at the surgery. She found out that we are the only medical centre not doing so, and has kindly offered to arrange contact with LA/SF with a view to arranging for the future.</p> <p>Vida Wilson has checked with the local council about extending the yellow lines around the practice. Unfortunately, there are no funds for this at present, however, she will try again in a few months time.</p> <p>It was brought to the groups attention how dark the entrance is and difficult to find. It was decided that we will look into getting the gateposts painted white to make this easier.</p>	<p>AW</p> <p>VW</p>
Matters from last meeting	<p>a) Poster – Mary Green kindly designed a poster to display in the waiting rooms asking for members to the PPG. She is awaiting the chance to speak with college art group to design a bright colourful version.</p> <p>b) Other PPG Meetings – Sally will find out of other group meetings and check if any PPG members would like to attend.</p>	<p>MG</p> <p>SF</p>
Patient Survey Results	<p>The survey results were presented to the group, and overall they were extremely happy with the results. In particular, the group expressed how happy they were with the service provided by the Doctors, Nurses and Admin Staff/Receptionists.</p> <p>It was suggested that it may be beneficial to do an updated newsletter with which special interest each GP has. Also, to put this on a noticeboard and update the website. The TV screens could state where the newsletter or noticeboard can be found. This will be looked into.</p> <p>The practice booklet needs updating and this is currently under review.</p>	

Sharing information	The group expressed concerns about the sharing of anonymous information by NHS England, as the NHS number would be needed, and therefore, it would be possible to backtrack to find personal information. The group also said they had not had much information regarding this, although it has been advertised in the local papers. The date for 'opting out' of this has been extended.	
EPS	The Electronic Prescription Service went live on the 30th October. This means paper prescriptions will no longer be printed for people who have opted to nominate a pharmacy, and instead will now go straight to the pharmacy for dispensing. There are currently approximately 8% of our patients using the service, however, we are hoping this figure will increase once word gets out.	SF
CQC Inspection	Claughton Medical Centre had our CQC Inspection on 18 th September and passed all standards. The inspection will be put on the website in full, and also printed and left at front desk for patients to view. It was suggested to have some extra copies in yellow for people who are dyslexic.	SF
AOB	<p>a) It has been suggested by one of our patients that it would be useful to have Cycle Bollards to be able to secure bikes to. This has been agreed to be taken to the GP Meeting to discuss and finance.</p> <p>b) It was asked for the 'Missed Appointments' sign to be returned to front desk, however a more friendly wording would be beneficial. SF will speak to Pauline Fletcher to arrange this.</p>	LA SF/PF
	Next meeting: Thursday 23 rd January 2014 @ 6.30pm	