meeting minutes & agenda

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| Title of Meeting | PPG – INFOMRAL MTG | Date & Time | 29/04/2016 |
| Practice | Latchford Medical Centre (LMC | Location | LMC |
| Attendees Present | Katy Brocklehurst (KB)  Barbara George (BG)  Rose Broadbent (RB)  Joe Cornelias(JC)  Angie Ore (AO) | Apologies | Liz Taylor (LT) |
| Introduction and welcome |  |  | |
| Minutes from the last meeting | All agreed  Matters Arising  Abdominal Aortic Aneurysm Screening - JC attended the Bath Street Clinic and was told that AAA screening was unavailable as a ‘walk in’ clinic in Warrington and patients have to be referred by their GPs    Road behind surgery – BG went to see Clr Mundry with LT and asked who owned the road behind the surgery. Outcome is that he does not know and will look into it for us. |  | |
| Conflicts of interest to declare | After looking at the agenda for the meeting, attendees should declare to the rest of the meeting if they have an interest in any of the discussion items (financial or not). | None for this month | |
| PPG Speed dating event | Just a reminder that the next Health Forum meeting will be held 23rd May at the Gateway, with your next PPG Network meeting being held 6th July. | Please let me know if you would like to attend. | |
| PPG constitution | All members present agreed the attached constitution. We will agree a chairperson and secretary at the next meeting. | KB to invite patients who have showed interest in attending the group to this meeting. | |
| Hearing loop for patients with hearing difficulties | To ensure the accessibility of LMC is has been suggested that the PPG use some of the patient funds to buy a hearing loop for the waiting room that will block out background noise when talking to the receptionists. | All PPG members present voted to buy a hearing loop for the Practice. KB to organise. | |
| Latchford Medical Centre Patient Survey | KB presented the finalised patient survey to the PPG for comments. All approved the questions and wanted it to be circulated.  RB said she would drop some off with her neighbours  BG said she would take them around Lyons Court.  AO suggested coming to surgery and asking patients to complete.  JC asked how patients would know that they were members of the PPG and not just patients asking for opinions. | KB will print 20 surveys every day and endeavour to get them completed. Members of the PPG have volunteered to come in and promote the survey.  KB will ensure that they have badges so patients know who they are. | |
| Patients online  testing this system and then promoting it to the patients | We are still promoting online patients.  KB is still working at the surgery to ensure that there are more appointments available and she will be in touch with Elizabeth and Marc to start looking at how the service can work better for the patients. | KB to organise apts then to contact MP and LT for help | |
| Surgery Update | Cancellation List – we now operate a cancellation list so if people cannot get an appointment they go on a list and when people cancel we can book them in. | PPG agreed that this was a great way to utilise appointments. | |
| Text to Cancel – we will be starting a text to cancel scheme where people | PPG members agreed that this was a great idea and thought that the message should say…  If you no longer need this appointment please text CANCEL, your name, date of birth and date of appointment to 07850433752. Please note number is not a phone line! | |
| JX Board no longer working and so GPs have decided for the time being to continue without as it is far more personal. Receptionists have also mentioned that complaints from Patients who are waiting a long time have decreased. | PPG agreed that it was nice to be greeted by the clinician | |
| Asking patients why they need appointments. This is not because the girls are being nosey but because we are trying to ensure that all appointments are utilised correctly. | PPG agreed this was a good idea. Some had experienced it and did not feel the staff were intrusive. | |
| JC - Well Man Clinics are no longer available do we no longer do them? | Do do them upon request. Request with the Practice Nurse | |
| ANY OTHER BUSINESS | None |  | |
| NEXT METING | ALL | **Friday 24th June 2016, 2pm at Latchford Medical Centre** | |