

Meneage Street Surgery Patient Participation Group

Minutes of Meeting 16 September 2013

1. The Chairman, Michael Wilson, welcomed members present:

Brian Plunkett, Anne Cantillon, Carol Cookson

Surgery Staff: Linda Granger *Managing Partner/Practice Manager (LG)*

2. Apologies:

D Devenish, N Eddy, K Ivey, C Luff, E Davis

Surgery Staff: Gill Dodson & Tanya Thomas

3. Minutes of the Meeting:

held on July 15th 2013 were agreed and signed as a true record.

4. Matters arising:

- **fact sheet:** included in agenda items 6 7

5. Ground Rules:

- **Terms of Reference:** Michael Wilson presented our Terms of Reference which had been produced by referring to other Patient Participation Groups (copy attached for absentees). The document was read and agreed by members present and given to the Secretary.
- **Confidentiality Agreement:** agreed & signed by those members present and given to the Secretary.
- **Meetings:** held 4 times a year and members who miss 3 meetings without just cause will be deemed to have left the Committee.

6. Report [LG]:

- refurbishment of treatment & phlebotomy rooms has now been completed & members were shown round them after the meeting.
- the 'Repeat Prescription On-Line Service' will commence as soon as feasible.
- the Practice will start training students from year 3 in October for one week each term.
- **prescriptions:** a survey was carried out into the quantity of prescriptions handled by the surgery over a 3 week period August/September 2013; the following stats are not exhaustive, clinicians often do requests during consultation but give an idea of the workload:

Aug 26 – 30 [incl BH 26.08] 575

Sep 2 – 6 548

Sep 9 – 13 569

7. Plans etc:

- **Practice newsletter:** ongoing
- **Annual Questionnaire:** perhaps to include/involve young people & understand their perception around eg confidentiality, accessing medical care etc
- PPG members to spend time talking to patients in the waiting room.

8. AOB: none

9. Date of next meeting:

18.30 Monday 2 December at the surgery.

The meeting closed at 19.25pm.