



Minster Medical Practice

Patient Participation Group

Minutes of meeting held on 11 January 2016

Present:

Russell Pond, Chair

Jo Downes, Practice Manager

Kate & Maralyn, Senior Receptionists

Patients: Susan, Ann, Jackie, Margaret, Barbara

The Chair opened the meeting by welcoming those present. Everyone introduced themselves and said a little about them to enable the group to get to know one another.

1 Confirm constitution:

It was agreed to amend the numbers for the executive committee to 7 (6 patients + Practice Manager) and the quorum to be set at 4 (3 patients + Practice Manager)
The constitution was agreed by those present.

2 Sign confidentiality agreement

All patients present signed the practice confidentiality agreement.

3 Establishing executive committee

All patients present at the meeting agreed to form the executive committee along with the practice manager. Russell Pond was elected Chair at the previous meeting. Barbara has agreed temporarily to take the role of Secretary until the committee is able to recruit someone to take on the role permanently. Margaret offered to produce a poster asking for a volunteer secretary to go into the waiting room.

4 Ideas

Car parking was discussed and the practice have identified that this has become more of a problem over the last two months or so. The speed some people drive into the car park was mentioned and it was suggested that a speed limit sign and a sign to state that the car park is for the use of those visiting the site only. The practice manager will pass this on to the site manager.

Some feedback was provided about a patient who had complained on Facebook about having to wait for their appointment. The committee member had explained that sometimes patients need longer than the 10 minutes allocated and that this could not be helped. The practice is aware that sometimes patients do have to wait but this is always because patients are given the time they need. It was suggested that a board could be used in the waiting room to identify where there is a delay. The Practice Manager will look into this.

It was suggested that a mural painted on the playroom wall would be a good idea, possibly done by college/university students. Practice Manager to look into this further.

Lights on the footpath: it was reported that these do not work. Post meeting note: the practice manager has looked into this and those lights were disabled many years ago as vandals kept smashing the bulbs. The risk of injury and cost meant that the site took the decision to remove the lighting units.

- 5 National Association of Patient Participation Groups (NAPP)
Membership was discussed and the practice has agreed to join on behalf of the PPG.

Next meeting: Thursday 11 February 2015 at 1:30pm.