

Patient Participation Group Meeting

Thursday 11th December 2014 at 4.00pm

Present: Sue, Mike, Penny, Tony, Jan, Patti

Apologies were received from Karen

Minutes of the last meeting

It appeared that some members had not received the minutes of the last meeting, apologies for this oversight, they will be sent with the minutes of today's meeting.

Jan had spoken to the Health Visitor to see if she could encourage some of our younger patients to join the Group but to date we have had no uptake. We are still advertising the opportunity to join the group on the practice website and in the waiting room. Jan will write to the residential homes to see if any of the carers would like to join.

A poster had been displayed in the waiting room to let patients know about the electronic prescription service.

Another suggestion had been received in the suggestion box. This was to suggest that the surgery opening hours are extended. A reply will be displayed in the waiting room.

Brid Inc

Jan informed the meeting of the Brid Inc group and explained about all the GP surgeries in Bridlington working together to provide better services for the future.

On line appointments

One of our nurse practitioners, Heather, has been added to the online bookable appointments. It appears that the appointments booked have been appropriate for the nurses and it was decided that appointments will be added for Marie.

Jan explained that online appointments are not booked by the reception staff until on the day which means that by using the online facility gives the opportunity to see a doctor earlier than ringing the surgery.

After discussion surrounding missed appointments the meeting thought it would be a good idea to display the number of appointments missed during the month. We will display missed appointments during December in January and also put this information on the website.

Friends and Family Test

We are running a questionnaire in surgery at the minute asking patients for their comments regarding our practice. Jan read out some of the comments we have received to date which have been very positive and the Group agreed that they were a true reflection of the practice. The practice will report their findings to the CCG.

Newsletter for December

As we are having some staff changes in the near future we will be issuing a newsletter to patients. Dr Ahmad will be leaving the practice due to his wife's work commitments which is taking her away from Yorkshire and Dr Gibson is retiring. We will be welcoming Dr Milligan to the practice in February 2015.

Directory of Services

The practice has prepared a short directory of services which the group were happy with. Further services can be added and this will be printed and copies left in the waiting room as soon as possible.

Next meeting

It was agreed the next meeting will be held on Thursday 12th March at 4.00pm

