

Aspley Medical Centre

Patient Participation Group

Minutes of meeting held - Tuesday 18th September 2018

<u>Present:</u>	Cheryl Miller	-	Practice Business Manager
	Angela Addison	-	Practice Nurse
	Claudine Clarke	-	Secretary (Minutes)
	JR	-	Patient (PPG Member)

Apologies:

	Valerie Morley	-	Practice Manager
	Georgina Thomas	-	Practice Secretary
	JI	-	Patient (PPG Member)
	DW	-	Patient (PPG Member)
	PF	-	Patient (PPG Member)
	TW	-	Patient (PPG Member)
	SE	-	Patient (PPG Member)
	JS	-	Patient (PPG Member)
	VH	-	Patient (PPG Member)

Agenda Items:

1. Introduction/Welcome & sign-in/Apologies
2. Last Meetings minutes
3. Nurse Ange - Introduce and talk about the services the nurses provide at the practice.
4. Update on new phone system
5. PPG Suggestions/Comments - Fund raising ideas, from last meeting.
6. Next meeting date TBA - 11th Dec 2018?

1. Claudine welcomed a small group, some members of the PPG contacted the practice and said that they were unable to make it.
2. The last meeting minutes were checked and agreed. JR said that she received her minutes in the post as she requested.
3. The meeting was handed over to nurse Angela Addison. Nurse Ange introduced herself as the new full time nurse at Aspley Medical Centre. Her background was

Primary Care and Accident and Emergency. She said that Respiratory medicine is her passion.

Nurse Ange said that we are looking to expand our services, and are training the Health Care Assistants to do dressings, minor dressing care, and also ear care.

4. JR was asked to give feedback on her experience with the new telephone system so far. She said that her minimum wait has been about 8 minutes and when the message said that she was first in the queue she was still on hold for another 5 minutes.

Cheryl Miller explained that we have been having a few issues with the phones and said that more work needs to be done on our end.

5. Ideas were exchanged about the best ways to raise money for practice equipment. JR said that a raffle may be a good idea, and that prizes could be donated by staff and patients and to start with a Christmas raffle.

Nurse Ange said that she will create a list of equipment that the practice needs. JR said that the waiting area could do with a water machine.

A coffee and cake morning was also mentioned. Cheryl Miller said that it would be better to do this during surgery hours between 12-2pm rather than a Saturday because patients are less likely to come out specifically for that.

6. The next meeting was agreed to be on the 11th of December 2018, we will do a Christmas fuddle during this meeting.

A.O.B

JR said that the Televisions that were purchased may not have been the best investment for the practice. She went on to discuss issues that she has experienced by having her prescriptions sent directly to the pharmacy. Nurse Ange explained that these issues are easily resolved. Nurse Ange also said that we have a Clinical Pharmacist clinic on a Wednesday during which medications can be reviewed.

The meeting came to a close at 12.53pm. The next meeting will be on the 11th of December 2018 at 12.00pm