

Waterhouses Medical Practice

Patient Participation Group

Minutes of Meeting held on Wednesday, 21st March 2018 at The Surgery, Waterhouses

Present: Rachel Overton (Chair), Kate Robotham (Practice Manager),
Mrs JB (Secretary), Miss CH, Mrs AH, Mr MR

Welcome – Rachel welcomed everyone to the meeting **Apologies** - Mr A Hall

Minutes of the last Meeting – were read through and accepted as a true record.

Matters Arising:-

a) Practice Update (Kate)

The Practice had been working with a GP Trainee who had made a significant difference with regards to waiting times for appointments since the November PPG survey had been done and the Practice was hoping to continue having trainees on a rolling basis.

b) The Annual Survey (includes points c and d)

Everyone agreed that the majority of the **questionnaire** was applicable and relevant but there were a few areas that would benefit from rearrangement, so for the next survey this will be worked on and a draft copy made available at the next meeting.

This will to be done collectively by Rachel, Julie and Kate.

Rachel to produce a document with the survey's findings.

With regard to privacy issues at the reception desk, Kate reiterated that if a patient wished their particular issue to be kept private, they could be taken to another room to discuss this. However, everyone agreed with Miss CH that maybe a marker could be applied to the floor to indicate a respectable distance for any queue to stand, so Kate was going to investigate the possibility.

e) Healthcare Development

Mrs Ball has emailed Susan Pyatt of the Tardis Surgery but has not heard anything back yet. Mrs Ball is to contact her again.

f) PPG Locality Group.

This was to continue every two months.

g) Any other Business

Kate to arrange for the following guests to attend future PPG Meetings:-

Natalie Burgess - Research Facilitator. Keele University, and **Dr Tukmachi**

Date: **Tuesday 3rd July 2018**

Annual Survey to take place October 8th – 12th October 2018.

Date of Next Meeting: Wednesday 16th May 2018 when Pam Hawkes from N Staffs Bowel Screening Programme will give a talk.