

LIME MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD AT THE SURGERY ON 13th February 2017

Present: Alan Lloyd (chair), John Stocks (Secretary), Jane Martin, David Hoon, Kate Williams
Dr Southcott,

The Chair opened with an apology for confusion over the agreements for the January meeting.

1. **Apologies** Donna Cope, Sharon Parkes-Rolfe, Jenny Croote. Anne Scott sent apologies and will be withdrawing from the group.

2. **Minutes of last meeting**

Minutes of last meeting in November were read and agreed an accurate record.

3. **Matters arising**

AL raised that he had not received a copy of the amended survey following the meeting. AL also raised that he had been told by reception staff that only PPG members could hand out the survey and that they were told not to hand them out. JSt. noted he had not been offered opportunity to complete the survey on a recent appointment.

JSo informed the group that they had tried including pens with the forms and that there may be times reception staff are busy and forget to offer the forms.

It was agreed that surveys with pens would be put on waiting room chairs, although patients often give reasons not to complete the survey

Reception staff may not have a shared interest in the survey and discussion considered how this might be addressed.

The disappointment of the group in the response of reception staff was noted.

KW informed the group that 172 forms had been completed so far The by 24.2.17

JSt offered to compile a spreadsheet of the data for analysis over the following 2 weeks

4. **AOB**

The next PNG meeting for the Hardwick CCG is monthly and last held on 9.2.17. AL expressed concerns from the PNG meeting as to how continuing healthcare is being handled.

JSt informed the group that due to work commitments he would be unable to attend for the foreseeable future, but wished to remain on the PNG mailing list.

The plans to extend the carpark have been shelved due to the adjacent property being sold.

The weekend pilot is due to finish in March, but will continue under the new arrangements for GP practices being open 8 am to 8pm 7 days a week. The implication of this is that weekend appointments may be available at other surgeries.

KW added that 2 doctors are in place until the end of March.

Next meeting will be held on Monday 13.3.17 at 6:30pm