

Silverlock Medical Centre

Patient Participation Group Meeting

Wednesday 10th June 2015

Meeting Minutes

| Agenda Item | Comments |
|--|--|
| Welcome and Introductions | <p>Chair: Danielle Caswell (PM)</p> <p>Note taker: Katie Roff (Admin)</p> <p>Attendee heard about meeting after attending previous meeting and subsequently SMS</p> |
| Minutes & Actions of last meeting | Discussed and handed out in PPG pack |
| Pharmacy First | <ul style="list-style-type: none"> • Patient already aware of service as touched upon in previous PPG. • Patient noted the display in the waiting room promoting the service. • Patient thought this could be promoted further with text messages to patients |
| EPCS | <ul style="list-style-type: none"> • Updated patient on how EPCS was working for both practice and patients. Fed back that it has had a positive effect as gives patients more options especially for those who need same day but after work appointments |
| Additional Sessions | <ul style="list-style-type: none"> • Patient happy to learn additional sessions put in place, as well also plans to add more sessions in the future • Liked that new GP brought in for triage twice weekly. Could see that this would mean more advance appointments would be available for Dr Hasan |
| Ideas for change | <ul style="list-style-type: none"> • Patient happy with service received at present. Encouraged by positive steps being taken to increase appointments for patients. • Patient feels that we could promote the next PPG meeting more. Suggested advertising more in the surgery. |
| CQC | <ul style="list-style-type: none"> • Explained what the CQC is and what impact they have on the Practice. • Explained that we have an upcoming inspection and what it entails. |
| AOB | <ul style="list-style-type: none"> • In the last meeting we had discussed the demand for Saturday morning appointments. • Informed patient that we were struggling to find clinical staff for the sessions. Although it is still something we are looking into, patient thought the three late night clinics that we already run are an excellent option for working people. |