

Dickenson Road Medical Centre

Patient Participation Group

Meeting minutes for 29th March 2018

Total attended were 4 members

Apologies	
ZR	
Name of Attendees	Post
Dr AJ	GP
MP	Patient
NS	Patient
Dr PA	GP
KK	Practice Manager

- 1) Apologies sent were acknowledged.
- 2) Minutes of the last meeting were discussed and agreed.
- 3) KK informed the group that the call waiting device that BT offered was working out extremely expensive. The other drawback was that if staff are at the desk dealing with patients and do not pick the phone, we will get abuse from patients saying that they were first in the queue and had to wait.
- 4) Waiting time for prescriptions continues to be 48 hours. Have not had any issues since the last time we had the issue with the Chairs prescription.
- 5) The self-check in system is to stay where it is at the moment as we are about to change our reception area. As soon as the work is completed, we will move the self-check in to a better position.
- 6) A comment put on NHS choices was discussed in detail. NS commented on the negative comment put on NHS Choices that it was not her experience. She has been with the practice for a long time and felt very comfortable with all staff and clinicians.
- 7) Since we have had the same chair for 3 years, it was decided that we should probably rotate now. The members were asked to express an

interest but since Chair was absent it was decided to discuss this at the next meeting.