

The Chandler Surgery

Patient Participation Group- Monday 30th July 2018

Attendees:

N.Vallabh

B.Caldwell

J.Keating

A.R

B.M

P.W

M.F

1. *Brief introduction- New member, first meeting today with MF, keen to give something back to the practice.*

MF- to attend future PPG events/meetings –contribute to next meeting's agenda.

2. *Actions from previous meeting met today- telephone lines improved with online access increasing, however still rather lengthy waiting times. PW & AR disused car park issue- insufficient car spaces for the building. AR asked when sending emails re: cluster PPG / external meetings can we briefly explain what this is for, without medical jargon. MF mentioned about non - nhs services for medicals, insurance & minor surgery to be added to practice*

website. Also the group wondered if it was possible to allow telephone consultations to be pre-bookable via online access.

Action: BC to await feedback from annual patient surgery-will produce results in chart form in next meeting. BC will send a covering note with any emails that are forwarded explaining aims of meeting. BC/NV will look into settings of online access to see if possible to book telephone consultations.

3. *Learning Disability Awareness- BC explained the practice accommodates patients who may have a learning disability and we are continuously striving to achieve excellence when delivering our services, including annual reviews, carer's awareness & support, visual aids in/ around the surgery.*

Action: BC in process of arranging staff photographs to display in surgery and on practice website.

4. *Cluster Meeting – PW gave feedback from previous cluster PPG on wed 19th July. Other practices seem to be experiencing similar kind of problems; very few PPG's have a nominated chairperson. Telephone lines, car park. PW discussed patient questionnaire and suggested adding an extra question re: their health, as a result from attending the surgery. PW previously has used questions like this and has had a really positive response.*

Action: BC/NV to review questionnaire. Next cluster meeting:

Wednesday 19th September 1pm-2.30pm Ashton Leisure Centre, agenda to follow.

5. *Any other business: MF shared his practice/nhs experiences with the group and discussed ways in which he can help other patients in a similar situation. MF discussed the available support networks in our community and how beneficial they are how they have helped him in his recovery.*

Action: MF to assist BC with next practice newsletter