

RHR MEDICAL CENTRE

Patient Participation Group

Minutes of Patient Participation meeting **24th March 2014 at 4.30**

Attendees:

Yvette Beighton – Practice Manager
Sharon Goddard
Brian Buckland
Beverly Halls-Archer
Carol Jenkins

Yvette welcomed the group and inform them the need for a Patient Participation group to help all patients and to discuss and organise a Patient survey for RHR Medical Centre.

The group discussed questions to ask other patients what their needs would be or what the surgery can improve and that Yvette would organise the surveys and report back to the group at next meeting on the 23rd June 2014

We discussed we needed to try and get more patients involved in our PPG.

Yvette informed the group of RHR Medical Centre Website and how where we going to advertise the fact we have one, we decided to promote on Patient Information screen and via Poster and Group also discussed having a Newsletter placed on reception front desk

every 3 months to keep patients up-to-date or they are not able to access our Website.

We discussed about our appointment system and how our appointments are such as same day, 24 hour, 48 hour, and advanced booking up to 4 weeks. we discussed our triage system where as if all appointments have gone patients are them put onto Triage system and doctor will then ring back after morning/afternoon surgeries.

Yvette informed them of new doctor starting Dr. T.Sivakumar beginning of February 2014 and that we are trying still to recruit and doctor and a Practice Nurse or Practitioner.

One member of group asked if possible that surgery could do finger prick tests for Anti-coagulation patients if nurse's are having trouble with patients with poor veins and I said I would look into this for and feedback at next meeting.

Yvette closed the meeting and thanked them for attending and that they could see the minutes of the meeting at any time in surgery or on our Website <http://www.rhrmedicalcentre.co.uk>.

Date of next meeting 23.6.2014