

THORNLEY STREET SURGERY

MEETING NOTES

P.P.G. Meeting

17th October 2013, 12noon-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	KR	Karen Reid
JE	Jane Emery	JT	Janet Taylor
GW	Graham Welford	TJ	Trudie Jones
MP	Margaret Polack		
HBR	Dr Hanora Richardson		
LOS	Lisa O'Sullivan		
JN	Jacqui Nicholls		

Item	Notes	Action
1	Welcome and introductions	
2	Matters arising from the previous meeting.	LOS will attend next coffee morning.
2.1	Feedback on Macmillan coffee morning – The Group raised £76 on cakes and £30 on the Raffle. The next Macmillan coffee morning will be held on Saturday 26 th October from 10am onwards. Members will provide cakes again. The Group would like to say a special Thank you to Staff Member Deana Turner for all her hard work during the event on the 5 th October.	LOS will arrange tables. LOS will alter the poster and advertise it on the Website. LOS will print off the PPG leaflets ready for Sat 26 th October. HBR will drop in another cake for the event. PPG will bring in some more Raffle Tickets.
2.2	How is the progression with the TV Monitor for the waiting area and the alcohol gel dispensers for outside each Dr's room please?	KR-to feedback please.
2.3	The PPG would like to Welcome Staff member Jacqui Nicholls to the meeting and thank her for coming along and joining the Group.	
2.4	HBR asked ML if her problem with the online prescription ordering was resolved. ML explained that she needed her Pin Code Re-Set. JN offered to do this for ML when today's meeting was closed. PPG asked if it could be advertised somewhere to say please contact reception if you need your Pin code Re-set when ordering online prescriptions.	JN to re-set Pin Code for ML. LOS to speak to Andrew Welling to put it on the website.

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<p>2.5</p> <p>2.6</p> <p>2.7</p>	<p>How often would we like to have these PPG Meetings?</p> <p>GW – Informs the meeting that he is still trying to word the Child Safety Poster. The Group decided on the phrase ‘Your Childrens safety is very important to us, please supervise at all times’</p> <p>ML gave JN a Code of Conduct form.</p>	<p>A decision was made to hold the meetings approximately every 8 weeks.</p> <p>GW will do the poster and laminate.</p> <p>New member JN signed the form & handed in for scanning.</p>
<p>AOB</p> <p>1.0</p> <p>1.1</p> <p>1.2</p> <p>1.3</p> <p>1.4</p>	<p>GW – Enquired if it is possible for the patient check-in screen to have larger font characters displayed on the screen as a few people have mentioned that they find it difficult to read.</p> <p>GW – Advised that a number of patients have reported how slow the patient check-in screen is running and a lot of problems with it freezing. Is it possible to have this looked at and maybe the cable to the server changed?</p> <p>Also, would it be possible to put up a poster by the check-in screen to say ‘ if the check-in screen is not working, please go to the reception desk to check-in’</p> <p>ML – Informed the meeting that she attended the Stakeholder Event at the Science Park and found it a very good evening, they did workshops, and Dr Derosa Chaired the meeting reiterating the importance of people’s involvement. JE informed the group that she was attended one this evening as well. ML – Apologised that she will not be able to attend the CCG-PPG meeting on 20/11/13, but GW & JE will attend the CCG-PPG meeting.</p> <p>PPG asked if we could re-instate the DNA rate Poster, and put it up in reception like we used to.</p> <p>PPG asked if the texting service to remind patients of their appointments is still in process?</p>	<p>HBR advised that we will certainly look into it and feedback.</p> <p>GW will email LOS with the type of cable/connection need to quicken the check-in screen up, then LOS will forward to the relevant IT people.</p> <p>Yes, LOS will do a poster.</p> <p>KR – To re-introduce the advertisement of the DNA Rates with our surgery.</p> <p>LOS – Will liase with Andrew Wellings and will feedback.</p>

