

Ightenhill Medical Centre

Minutes Patient Participation Group Meeting 27 February 2013

Present:

T.Williams-Walsh
Carol Ratcliffe
7 Group Members

The meeting started at 5.00pm and light refreshments were provided.

We discussed the outcome of the survey as a group, although the results were very good, it was agreed that four key areas for improvement were clearly identifiable from the survey.

We discussed a plan of action.

- Priority 1 we agreed the need to promote the disabled door by displaying posters, as some of our patients were not aware of it.
- Priority 2 we agreed the need to promote the practice website, as it was clear that some of our patients didn't know we had one. We decided to promote this via our Practice Leaflet, and by displaying posters in the waiting area.
- Priority 3 All new registered patients to be given practice leaflets/newsletters.
- Priority 4 we agreed that it is essential to provide extra training for new reception staff.

The meeting closed at 6.20pm.

The date and time of the next meeting is to be arranged.