

## WALDESLADE SURGERY

### Patient Participation Group Meeting 12<sup>th</sup> May 2010

#### Minutes

<b>Present:</b>	
Judith Pattison – Practice Manager	Betty Knight
Carole Wood	Philippa Law
Donald Dennison	Pauline Franklin
Cynthia Shaw	William Hogan
Kevin Doyle	Dr K Welchew - GP

1.	<b>Communications</b> <ul style="list-style-type: none"><li>• The practice website was demonstrated to the group</li><li>• Discussions were held around how to inform patients of our services</li><li>• It was suggested that leaflets be left on the reception counter</li><li>• When registering new patients they should be given information leaflets together with practice leaflets. The receptionist should offer the leaflet to patients whenever changes are made</li><li>• It was suggested that patients should be kept informed of long waiting times when waiting to see the doctor – this is usually done by one of the receptionists. Our automated check in machine gives information about delays</li></ul>
2.	<b>Recruitment of Younger People</b> <p>The group agreed to try to recruit younger people – if needful evening meetings could be arranged. We agreed that notices would be placed in prominent positions in the building inviting patients to join our patient participation group.</p>
3.	<b>Photoboard</b> <p>These are to be placed in: Porch (Doctors) Near reception (Admin staff) Minor surgery area (Nursing staff)</p>
4.	<b>Services</b> <p>Discussions around services provided and 'patient leaflets', these are to be brought to the next meeting.</p>
Date & time of next meeting: Wednesday 23 <sup>rd</sup> June @ 1pm	