

WESTERN AVENUE MEDICAL CENTRE
PPG MEETING 29th November 2016

Present:

Mr Brendan Doyle (BD) Chair
Mrs Yvonne Davies (YD)
Mrs Barbara Kettell (BK)
Mrs Janet Pitcher (JP)
Mrs Margaret Clarke (MC)
Mrs Christine Dee (CD)
Jamie Ducker (Practice Manager – JD)

Apologies:

Gerald Templeton (resigned, but remains as a virtual member)

1. Minutes from the last meeting

Minutes approved

2. Actions from the previous meeting

Prescribing policies added to screen in waiting room

3. PPG Patient Survey

PPG Patient Survey is due early in the New Year. Questions in last survey discussed, and amendments proposed. **JD to amend survey and present at next meeting.**

Agreed that a “you said, we did” poster would be displayed following the survey to highlight to patients what action has been taken based on their comments and responses.

Survey to begin w/c 9/1 (PPG meeting on 10/1 so start on 11/1). PPG members will be present to encourage patients to complete survey and add additional comments. PPG members to co-ordinate their attendance to avoid duplication.

4. Spring AGM

It was suggested at the recent PPG chairs meeting that all PPGs should hold an Annual General Meeting (AGM). Agreed that an AGM will be held during the first 15 minutes of the Spring PPG meeting.

5. 5 year forward view

JD explained what the 5 year forward view was. NHS plan to stabilise and improve the current service. Information leaflet given to members.

6. Service Review

A public consultation regarding a service review is currently taking place. Details handed out at meeting and to be emailed with minutes.

Date of Next Meeting: 10th January 2017 @ 3pm