

WESTERN AVENUE MEDICAL CENTRE
PPG MEETING 9 January 2018

Present:

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

Apologies:

Annie Logie, Chris Dee

1. Minutes from the previous meeting

Approved

2. Actions from previous meeting

Agenda items at this meeting

3. Survey results

JD thanked the PPG members who attended to assist with the survey. Results discussed. Overall results have been excellent, with increases in patient satisfaction in most areas. **JD to display results on website and produce newsletter focusing on survey and providing feedback to patient suggestions and comments.**

4. Health services at new centre

YD requested ideas for new services to be delivered at the new centre on the parade. JD informed YD that mental health and parents wanting advice re their child's health generates lots of work for the practice, and that it is likely to be the same for other practices that accept patients from the Blacon area. Services that address these issues would be welcomed.

5. Any other business

YD discussed Accountable Care Organisations (ACO) and queried whether CWAC would be involved. JD advised that as far as practices are concerned we are at a very early stage and are not aware of CWAC's involvement. YD to make further enquiries.

Date of next meeting: 27th February @ 3pm