

PPG MEETING
COLBY MEDICAL CENTRE
28TH FEBRUARY 2014

IN ATTENDANCE:
PATRICIA MURRAY (new member)
CATHERINE LEDSHAM
KELLY BUTCHARD
ANN CULLEN

APOLOGIES
ANGELA CORNWALL (chair)
SARAH-LOUISE ROBERTS

MINUTES FROM LAST MEETING:

The minutes from the Welcome Meeting were discussed and everyone agreed they were a true reflection of what was discussed. Our new member was also welcomed to the group.

APPOINTMENTS:

An unfortunate incidence was brought to the groups attention that one of our members was left sitting for nearly an hour when she recently attended for an appointment. She was then told that there had been a mix up with appointment times. Everyone was in agreement that whilst mistakes happen that this was still unacceptable and lack of communication led to the incidence.

Ann Cullen explained that there was a problem that day and yes a breakdown in communication. She gave an apology on behalf of the Practice. The Practice has recently changed computer systems and has had some teething problems, hopefully these are now ironed out and appointment times would reflect this.

COMMUNICATION:

The group as a whole discussed that of late communication with admin staff seems to have deteriorated when it comes to ordering medication. They felt that patients aren't always listened to and as a result medication had been missed from prescriptions etc. The group also thought that ordering their own prescriptions online would be a good idea along with appointments. Ann explained that prescriptions ordered online had also had some teething problems when the new system had been introduced but hopefully this has been rectified now. She also said that this new system has got the means to let patients make their own appointments and in time this would be available and Ann will keep the PPG members updated on the progress of this.

BUILDING:

In the last meeting the lighting in the building was discussed. Ann explained that she had recently attended a tenants meeting and brought the PPG members query up, as thought the lighting is set at that level for Health and Safety reasons. One of the members asked if hand sanitizer could be available at the bottom of the stairs? Members agreed that sanitizer stations only located when you walk through your Practice door were not enough as the building is used for multi-purpose reasons. Ann to look into this and discuss at next meeting.

ANY OTHER BUSINESS:

As discussed in the last meeting third party advice for younger adult patients in-house. Unfortunately Angela the chair of our PPG could not make today's meeting so this is on-going and will be discussed at the next meeting. Members also thought it would be an idea to have "open days" within the surgery to promote different methods of treatment and advice. Ann will look into this.

THE NEXT PPG MEETING WILL BE HELD ON THE 24TH APRIL AT 2.00PM.