**GREENGATES MEDICAL GROUP**

**COTTINGHAM MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MEETING 08/02/2018**

**NOTES**

**Present:** Ros Jump, Paul Bush, Pat Tomlinson, David Webster, Julia Marten,

Ann Wordingham, Susan Phillips, David Bright, Pat S.

|  |  |  |
| --- | --- | --- |
| 1. | Apologies  Terry Brown & Mike Harness |  |
| 2. | **Notes of the last meeting:**  New Computer System  Virtual PPG Page  New Web Site | System One has now been installed. Patients may have to reregister to use the various options so will have to contact reception to enable them to register on line.  Is this being monitored? Still awaiting answers  Corporate site with South Street as a Branch |
| 3. | Greengates Group Executive | No one available to come to this meeting. Ask that Caroline attends the next meeting along with one of our GPs |
| 4. | Greengates Group Update | Two more Beverley Practices have joined the Group |
| 5. | Day in the Life Of | Kyle unable to attend due to Child Care but will organise A Day In The Life of, to explain his role – when and how? |
| 6. | Visit to Greengates PPG | Ros updated members on her recent visit. Their style is different to ours. Do we wish to attend on a regular basis – if so whom? |
| 7. | Notice Board. | Pat T very kindly volunteered to take charge. List of Staff, list of PPG Members, meeting dates, Agendas and Meeting Notes.  Clinical Minutes lost through ‘no shows’ - we felt this figures was misleading. Pat S to question the value of this figure with the partners. |
| 8. | Note Taker | Pat T kindly volunteered |
| 9. | E Consultation system  Social Prescribing campaign | Kyle knew this was live but it appears not all staff members were aware. Are patients aware? Pat to investigate.  No one knew about this  (Both of these are active in the Beverley Surgeries) |
| 10. | Waiting Room posters | Pat S has refreshed them |
| 12. | The Group discussed the Terms Of Reference | Agreed, with thanks to Mr Bright and Dr Webster. Needs amendment to reflect that in future a PPG member will be the note taker. |
| 13. | Missed Appointments | Is the system robust enough to minimise these? Pat S to report back |
| 14. | Auto Prescription Service and Booking Appointments | Users report that they are still unhappy with the service, when will issues be resolved?  The various methods of requesting repeat prescriptions and booking appointment is causing confusion. Patients need guidance. |
| 15. | Extra services provided by the Practice | No one has a complete list. Need one and communicate this to our patients. |
| 16. | We need a list of Senior Partners | Requested by Ros, Caroline will provide |
| 17. | CCG GP Patient Engagement Group | In another capacity Paul (B) has been asked to attend so he will keep us updated. |
| 18. | Meeting Dates | Proposed that our dates don’t’ clash with Management dates so Practice staff and Caroline can attend |
| 19. | Communications | We all felt this was poor and only one way. Also ask if reception staff can collect email addresses whenever possible. |
| 20. | Next meeting arranged | 12th April 2018, 6.00pm for 6.15pm |