| Minutes – PPG Meeting |
| --- |

|  |  |
| --- | --- |
| Location: | Room 2 |
| Date: | 5th October 2017 |
| Time:  Present: | 12.30pm  Janette Drysdale, Carole Simpson, George Murray, Alex McInnes, Dr Ofoegbu, Fiona Gormley, Practice Manager |

# Agenda details:

1. Apologies – Margaret Allan
2. Approval of previous minutes – there were a few points from the previous meeting which had not yet been actioned.
   1. Patient suggestions – there will be a suggestion box placed in the Surgery waiting room to allow patients to make any comments. Email addresses of all PPG members will be noted on the website should a patient wish to contact them. **Action FG**
   2. Waiting room door - Dr Ofoegbu advised that the door leading into the waiting room could not be closed as it was necessary for wheelchair access. We agreed to place a sign at reception advising patient’s if they needed to speak to a receptionist confidentially, just to ask and we would arrange this as the reception area is very open and people may not want other patients to hear what they are saying. **Action FG**
3. Flu clinic – members were advised that the Flu Clinic will take place on 1st November at the Fountain hall. Carol was asking why it was so late this year. This was due to a possible delay in delivery of vaccines. Members have taken away posters to put up in the Community.
4. Text messaging – the Surgery is introducing text messaging as a way of communication to patients. This will be used to remind patients the day before about appointments, to invite patients for annual reviews, test results etc. Personal information will not be given in the text message. It will ask them to call quoting a reference.
5. Minor ailments – the Practice is trying to encourage patients to use the minor ailments service which the Pharmacy provide rather than always seeing the GP. This will help to free up appointments for people who really need an appointment. The future plan is for the answering message to be changed and one of the GP’s will advise the patient that the next voice they hear will be a receptionist who will ask questions regarding the reason for an appointment. This way the receptionist can refer patients to the relevant service if a GP is not required.
6. Retirement – Dr Kerr will be retiring at the end of March and we are currently advertising for a new GP.
7. New equipment in the waiting area – there is a new check-in machine at the front reception and also a TV screen in the waiting area. This gives information on NHS services and also important items regarding the Surgery.
8. New members – the Surgery is keen to have new members join the group. Fiona will look into advertising this as not everyone knows the group exists. Fiona also suggested having the meetings later in the day in order to attract younger members who are normally working at lunchtime. **Action FG**
9. Appointments – George mentioned that he had received some complaints regarding the appointment system but it was explained that anyone require urgent GP attention would get a call from the GP and he/she would be given an appointment if necessary. If patients prefer to see the same GP each time then they may have to wait longer for an appointment.