**Ling House Medical Centre**

Minutes of the Patient Participation Group held on Tuesday 1st May 2012

14 people attended including representation from the practice.

Names omitted due to confidentiality rules

**Apologies: x 3**

It was agreed that the minutes from the last meeting were accurate.

Actions from last meeting:

G explained that a telephone message cannot be personalised, due to the automated transfer of calls to the out of hour’s service.

IM told the group that the Lithium clinic is much improved.

G explained Ling House temporary resident’s policy which has been implemented by the practice.

It was agreed that an invitation would be extended to Barry Taylor from the Patient Participation Group at Ilkley Moor Practice to attend the next meeting. Second choice, if he is unable to attend, would be councillor John Robertshaw or Carolyn Eastwood from Carers Resource.

**Any other business:**

G presented the end of year report for the Patient Participation Group.

On-line booking of appointments, e-mail invitation letters and SMS messaging were discussed.

It was decided that on-line booking should be given a 6 month trial. It will be promoted in the press, on the website, in practice booklet, in-house and a message added to prescriptions.

The group agreed to e-mail invitation letters for appointments, the practice must first obtain patient consent.

SMS messaging with appointment reminders will be sent, the practice is in the process of obtaining patient’s consent.

HB pointed out that there were 2 websites active for Ling House. G has looked into this and it has been sorted.

HB agreed to chair the next meeting.

Next meeting to be held on Tuesday 21st August at 5.45p.m.