**Ling House Medical Centre**

**Minutes of the Patient Participation Group held on Tuesday 15th November 2011**

**Attendance**

16 people attended including representation from the practice.

Names omitted due to confidentiality rules

Apologies

**Issues raised from the previous group meeting**

Mrs P suggested adding message re: non-urgent appointments to out-of-hours message.

Mrs J suggested that receptionist relay the message when answering calls.

Mrs S suggested adding message to practice website and to practice booklet.

Dr S to discuss with the other partners how blood test results are given to patients.

After a trial, it was decided by the GP’s that only patients asking for emergency appointments would be asked for a brief description of their problem.

G presented the “Introduction to GP Clinical Commissioning Group”.

Mr G raised a question regarding treatment while abroad, and who would pay for it.

Mrs. C expressed an interest in attending Ling House for her warfarin checks. Dr S will look into whether Mrs C is able to do this.

Mr C raised the issue of having to wait longer than the stipulated length of time for repeat prescriptions, and also that sometimes there is some confusion with the Coop Pharmacy.

Dr S told the group that this shouldn’t happen but that owing to some doctors’ working pattern there would sometimes be a blip in the system. With regard to problems with the Coop Pharmacy, G will in the first instance speak to the Pharmacist at the Coop.

G asked the group what they thought about a patient member of the group taking the chair. Patients asked to bring a decision to the next meeting.

It was suggested that there should be a suggestion box in reception, and a form to be used for this purpose.

News from these meetings to be put onto website.

Email addresses to be put onto patient contact details, if possible and with patients consent.

**Next meeting to be held on**

**Tuesday 7th February 2012 at 5.45pm**