**Ling House Medical Centre**

Minutes of the Patient Participation Group meeting held on Tuesday 18th September 2012

9 people attended including representation from the practice.

Names omitted due to confidentiality rules

**Apologies: x 3**

5 members have resigned from the group due to other commitments.

The practice and group would like to thank them for their contribution to the group over the past year.

A letter of thanks will be sent to the retiring group members.

RG kindly stepped in to Chair the meeting as HB was absent.

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

**Actions from the last meeting**

Online booking – the system is now up and running. G explained the procedure of online booking of appointments and online requesting of prescriptions.

BT from Ilkley Moor PPG was unable to attend the meeting but had met with Gillian last week and suggested a way of getting others involved with the group would be to ask Head teachers of local upper schools if any sixth form students would like to attend and contribute to the group. The Group agreed this was a good idea. Gillian will contact the appropriate people. It was agreed that a recruitment drive was needed, the group will be promoted on the call screen and on the back of prescriptions.

Meeting time was another suggestion from BT, however the Group agreed to leave the time as it is.

G will re-invite Mr Taylor to a future meeting.

Dr D gave a talk about Ling House being a Training Practice and what it involves. She explained the practices role in training GP registrars and Foundation year 2 doctors covering the different stages of GP training. She also explained the practices role in teaching medical students. The talk was followed by a question and answer session.

The group were asked to review this years practice survey questions and to consider what the issues and priorities are for patients.

The main issue that arose from the discussion was access to appointments and the practices appointment system.

Questions the group requested were added to the survey

Do you understand the practices appointment system?

Are you aware you can book appointments in advance?

Are you aware how much time is allocated to each appointment?

Do you know when you should ask for an emergency appointment?

On the whole the group thought the survey questions covered most aspects of care and patient experience at the surgery.

RG asked if the survey could be discussed earlier next year to give more time to study it. This years survey will be carried out in October.

**Any Other Business:**

HB had asked if a patient with disabilities, whom she supports and is registered at a different practice could accompany her to a meeting. In HB absence this question was asked and the group would like HB and the patient to please provide information on why they would like to attend.

IM asked about water coolers being available for patients. G explained that this is not practical; but any patient needing a drink of water can ask the receptionist who will be happy to get them one.

RG asked, on behalf of another patient if receptionists could wear a name badge. Badges are already provided and staff will be reminded to wear them, particularly on the front desk.

**The next meeting will be held on Tuesday 27th November 2012**