

9 October 2013
12:30pm

TEAM MEETING

Islington Medical Centre

Meeting called by:	Dr MCBL Renton	Type of meeting:	Practice Meeting
Chairperson:	Dr MCBL Renton	Note taker:	Lynne Orr
Timekeeper:			
Attendees:	Dr B Renton, Lynne Orr, Patricia Penny, Brian Seddon, Tracy Seddon		
Please read:			
Please bring:			

AGENDA ITEMS

Topic : PPG Meeting	Presenter	Time allotted
✓ Introduction and welcome to our Patient Participation Group	Dr Renton	
✓ Previous minutes discussed.		
✓ The results of the Practice survey were discussed. The patients is attendance agreed that the results were a fair reflection on how well the practice is doing in terms of patients satisfaction.	Dr Renton	
✓ Discussion regarding the new services at the surgery including knee injections and minor surgery. This was welcomed as an addition to the surgery. We did inform the group that we would also do these procedures for non patients.	Dr Renton	
✓ We informed the group that surgery open times have been put up in the surgery and in the porch for patient information. This is a standing item from the last meeting.	Dr Renton	
✓ We discussed the pilot of trying different surgery times throughout the day to try and cater for most people ie: who work or have children.		
✓ The patient group was informed that patient information leaflets have been put in the waiting room for patients information. This was an item from the last meeting.	Dr Renton	
✓ Surgery waiting times was discussed. This was acknowledge that surgery runs more smoothly now that there are two doctors on site		
✓ The new practice website was discussed. The new website is now live and can be accessed by patients.	Dr Renton	
✓ Our new phlebotomy clinic on Friday was discussed and in view of the RLUH closing their phlebotomy clinic, this has been a welcome addition to our surgery have a designated blood clinic.	Dr Renton	

- ✓ We have agreed to publicise the PPG meetings more prominently. Dr Renton
- ✓

OTHER INFORMATION

Time and date of next meeting – TBA – a time and date will be sent out to all participating members and any new interested members

Items for the next meeting: Appointment times to be discussed, Dr Renton will give a report on how well the joint injection clinic is doing and also the skin clinics, phlebotomy clinic and any other issues

Resources: