

DUNSVILLE MEDICAL CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP
HELD ON 7TH DECEMBER 2005

Members of Staff Present

Joan Wright - Practice Manager
Paulette Davis – Reception Manager

Apologies:

John & Carol Anscombe
Kath Letten
Geoff Letten

Committee Present

Chairman - Brian Ross
Vice Chairman - Fred Fielden
Treasurer – Brian Jackson
Vice Treasurer - James Turner

Members Present

Stan Thompson

Patients Present

Tilli Cunliffe
Sheila Carrick

Minutes of the Last Meeting

The Minutes were read and the Committee agreed that they were a true record of the proceedings.

Bank Account

The bank book is now available. The proceeds of the coffee morning are now to be banked, amount raised £201, £50 will be held back to pay for the High backed chair the group is purchasing for use in the waiting area of the surgery, therefore total to be paid into the bank will be £151.00.

Website

Joan and Paulette agreed to get the Website on-line as soon as it was convenient
The results of the Surgery Survey taken last month are to go on the Website.

Fund Raising

See previous note for bank account, the group had agreed to fund the costs of the purchase of a high backed chair for the patient waiting area.

Items for Discussion

Practice Patient Survey

The results of the practice patient survey held at the end of September were distributed and discussed by the members present. Overall the results had improved from the previous year achieving 75% this year and last year 71%, the national average being 62%. All the members present felt the practice was maintaining the excellent service. One suggestion put forward was informing patients when the GP/Nurse was running late in surgery by putting on the Jayex patient display, this information is put on by the Reception Manager when she is informed by the reception staff, she would ask they make her aware in the future whenever any clinician is running late.

The survey to be undertaken next year will be for individual clinicians.

Scratch Cards/Christmas Tombola

The scratch cards had realized £167 so far, more prizes were required for the tombola. The funds will be banked once all of the prizes have been won.

Any Other Business

AGM

The AGM was discussed and it was agreed that it would be postponed until a suitable date could be arranged. A copy of the constitution is to be made available to the Treasurer by the Chairman

Influenza Campaign

All patients in the 'at risk' groups had been invited once, the programme is still ongoing, patients in the 'at risk' groups who had not had a flu vaccination would be invited again. There had been a huge demand for immunization but it was felt this was due to the 'avian bird flu'

The members felt the campaign had worked well so far.

Increasing Patient List Size

This item will be added to the agenda for discussion at the next meeting, how to encourage new patients to register at the practice.

Next Meeting Wednesday 4th January 2006

