Patient Participation Group

Minutes of Meeting

Monday 15th October 2018

Present – Gemma Watton, Mike Wreford, Cathy Bowley, Sue Lamble, Dr Dowling & Melanie Chenoweth - Practice Manager

Apologies - Jonathan McConnell – Chair

1. Minutes of last meeting
2. Cathy mentioned hearing positive feedback regarding the new system of signposting. This is great news as it seems to be working well from the Surgery’s point of view
3. Discussion over the message patients hear when initially calling in – it was suggested that perhaps a GP giving the message would encourage a positive reaction from patients.
4. The Health Visitor Service was discussed and it was brought to the surgery’s attention that the Council are likely to be taking over the running of the service. There is some debate as to where the Health Visitors will be based.
5. The closure of the Surgery’s list was discussed in detail and the huge workload pressure that the surgery have been dealing with. Dr Dowling and Melanie described how the list closure should help to ease this and how the closure was being implemented on a practical basis (for example – relatives living at the same address as a current patient could register etc).

Next Meeting 8th April 2019