

Dickenson Road Medical Centre

Patient Participation Group

Meeting minutes for 18th January 2018

Total attended were 4 members

Name of Attendees	Post
ZR	Chair/Patient
KK	Practice Manager
Dr AJ	GP
MP	Patient
SY	Patient
AB	Patient
IS	PPG Administrator

- 1) Apologies sent were acknowledged.
- 2) Minutes of the last meeting were discussed and agreed.
- 3) There were 2 new members attending PPG meeting. They were introduced and welcomed in the group.
- 4) The self-check in screen was discussed. ZR pointed out that the screen is placed in the middle of the waiting area and everyone else can view your date of birth and name and this is frustrating for some patients.
KK said that we will try to find out if we can move the screen to a different place in the waiting area as it has to be near one of the computers in reception.
- 5) ZR comment on NHS Choices was discussed. Kamsa explained that it might have been requested just before the weekend and the policy is 48 hours which does not include weekends.
- 6) There was a disagreement between ZR and AB about prescription request as AB has never had a problem while requesting prescriptions.
- 7) MP also confirmed that he has never had any problems. There have been occasional delays with his sick note request but he understands that the Practice has to follow set procedures.

- 8) Dr AJ suggested looking into the issue as the prescriptions could be delayed by 4 days if request has been put in before the bank holiday weekend.
- 9) The changes in the telephone system to include waiting in the que message were discussed. KK has already brought this issue up with BT but currently there is another issue going on around extra payments to BT which is still under review but the que system will also be introduced once this is settled.
- 10) KK informed the group that the Practice Leaflets are ready but not been delivered yet and it will be done in the next couple of days.
- 11) KK informed that the application has been put forward to keep the GP Extended Hours Service at Dickenson Road Medical Centre. There has been an inspection done by Primary Care Manchester. The reception staff and GPs have been praised a lot as per Patient Feedback. We will be informed by Friday about whether the Extended Service is going to stay at Dickenson Road or if the Hub will be changed to another practice in the area.
- 12) KK informed that HCA is still off sick.
- 13) Next meeting is scheduled to be held on 29th of March 2018.

ACTION POINTS

Action points	Person Responsible
Telephone recording for ques	KK
Prescription waiting time	All clinicians
Practice leaflets	KK
Self-check in Screen	KK