

## The City Road Medical Centre

### Minutes from Patient Participation Group (PPG) Meeting 23<sup>rd</sup> July 2014

**Present:** Dr Katie Coleman (KC) GP, Nat Hilditch (NH) Receptionist (minutes);  
**CHO Practice Manager,** Emma from Health.islington.uk  
**Patients:** CK, JH, LM, SS, JStG, EG, JG

	Notes	Action
<b>1.</b>	<p><b>Welcome/Introductions/Review Minutes of last meeting</b></p> <ul style="list-style-type: none"> <li>• Minutes approved, however agreed to complete and send this meetings minutes sooner</li> </ul>	<p>NH CH</p>
<b>2.</b>	<p><b>Feedback from pan Islington PPG and CCG</b></p> <p><b>Update from PPG</b>            Team came from UCLH to discuss Hospital at Home scheme-</p> <ul style="list-style-type: none"> <li>• Group was too presentation heavy.</li> <li>• Lots of negative feedback</li> <li>• Group worried it gave no continuity of care</li> <li>• Anger at it being outsourced to a private company</li> <li>• Next meeting 30<sup>th</sup> September at St Luke's</li> </ul>	
<b>3.</b>	<p><b>Newsletter input</b></p> <ul style="list-style-type: none"> <li>• Much better layout</li> <li>• Enjoyed Dr Glackin's section</li> </ul> <p><b>Suggestions for next newsletter-</b></p> <ul style="list-style-type: none"> <li>• Events and community events</li> <li>• Survey responses</li> <li>• Staff changes</li> </ul>	<p>CH</p>
<b>4.</b>	<p><b>Any other business (AOB):</b></p> <ul style="list-style-type: none"> <li>• Discussed cuts to the PPG funding and ways to improve the groups, CH suggested members write a letter to appeal against funding cuts</li> <li>• PPG has been going for three years, time for a review of the meetings</li> <li>• Spoke about refreshing the notice boards</li> <li>• Discussed cancellations of outpatient appointments and ways in which patients can become empowered to chase own appointments</li> <li>• Spoke about the improving standards of reception staff, however reiterated the importance of staff wearing name badges.</li> </ul>	
<b>5.</b>	<p><b>Date of the next meeting</b>            Wednesday 15<sup>th</sup> October 5.00pm-7.00pm at City Road Medical Centre</p>	
	<p><b>Thank you</b></p>	