

## The City Road Medical Centre

### Minutes from Patient Participation Group (PPG) Meeting 15<sup>th</sup> October 2014

**Present:** Dr Katie Coleman (KC) GP, CHo Practice Manager (minutes),  
A-ML (Cancer.org)

**Patients:** CK, CaS, LM, SS, EG.

**Apologies:** CS, JH, JStG, LC.

	Notes	Action
<b>1. Welcome/Introductions/Review Minutes of last meeting</b>	<ul style="list-style-type: none"> <li>• Minutes approved; comments noted re name badges; recruitment of receptionists; receptionists identifying themselves when answering the phone;</li> </ul>	CH
<b>2. Feedback from South Islington PPG</b>	<ul style="list-style-type: none"> <li>• LM is now chair of South Islington PPG, last meeting held at St Luke's in September.</li> <li>• Cancer awareness, A-ML talk re focus on early diagnosis; talking to patient groups; how to help empower patients to be able to talk about symptoms:               <ul style="list-style-type: none"> <li>- write it down – use templates; talking, posters, work with Public Health, available in other languages. Idea to have feedback/help on templates; cancer.org to attend maybe set up a table in reception and work with HCA. In Islington most common cancer is lung cancer. Positive feedback to take this further.</li> </ul> </li> <li>• Next Pan Islington meeting 9<sup>th</sup> December 2014 at LVRC 5.30pm.</li> </ul>	
<b>3. Newsletter input</b>	<p><b>Suggestions for next newsletter-</b></p> <ul style="list-style-type: none"> <li>• New website</li> <li>• Update on phones/new number</li> <li>• Mobile phone slip at reception for patients to update their numbers</li> <li>• Staff changes</li> <li>• OOH info / flu season</li> </ul>	CH
<b>4. Any other business (AOB):</b>	<ul style="list-style-type: none"> <li>• Surgery will open two Saturdays a month under a new local enhanced service</li> <li>• PPG funding has stopped and PPG activity is now part of core contract activity – partners will now take it in turn to attend the meeting.</li> </ul>	
<b>5. Date of the next meeting</b>	Wednesday 14 <sup>th</sup> January 2015 from 5.00pm-7.00pm at City Road Medical Centre	
	<b>Thank you</b>	