

**The City Road Medical Centre**

**Minutes from Patient Participation Group (PPG) Meeting 22<sup>nd</sup> April 2015**

**Present:** Dr Josephine Sauvage (JS), CH Practice Manager (minutes),

**Patients:** CaS, CS, CK, JH, JM, KP, LC, LM, UO, EC, ET, AS,

**Apologies:** JStG, SS,

	<b>Notes</b>	<b>Action</b>
<b>1.</b>	<p><b><i>Welcome/Introductions/Review Minutes of last meeting</i></b></p> <ul style="list-style-type: none"> <li>• CH welcomed new members, Terms of Reference provided to new members</li> <li>• Minutes from last meeting were approved</li> </ul>	CH
<b>2.</b>	<p><b><i>Feedback from South Islington PPG</i></b></p> <ul style="list-style-type: none"> <li>• Topics discussed were living with a long-term condition and NHS 111 and Out of Hours services. Copies of minutes of past meetings are available at <a href="http://www.vai.org.uk/services/patient-participation-groups-ppgs">www.vai.org.uk/services/patient-participation-groups-ppgs</a> as well as dates for upcoming meeting.</li> </ul>	LM
<b>3.</b>	<p><b><i>Newsletter input</i></b> <b>Suggestions for next newsletter-</b></p> <ul style="list-style-type: none"> <li>• List of staff, with photos, job descriptions and working times</li> <li>• Patient online</li> </ul>	CH
<b>4.</b>	<p><b><i>Any other business (AOB):</i></b></p> <ul style="list-style-type: none"> <li>• Discussion re reception, telephone manners and still no name badges. Some of them still not saying their names when answering the phone.</li> <li>• Patient online – trial access &amp; feedback, LM &amp; CaS completed forms &amp; given access.</li> <li>• CQC – visit &amp; PPG attendance; the practice will at some point be inspected by the CQC and explained this to the PPG, and would ask for members to attend when this happens.</li> <li>• Issue of prescriptions raised by ET, had a lot of problems recently. JS explained the process, timeframe but that also sometimes more complicated prescriptions need to be done by GPs. Acknowledged that patients should be contacted before the 48 hours if there was a problem or delay.</li> </ul>	
<b>5.</b>	<p><b><i>Date of the next meeting</i></b> Wednesday 15<sup>th</sup> July 2015 from 5.00pm-7.00pm at City Road Medical Centre</p>	
	<b><i>Thank you</i></b>	