

The City Road Medical Centre

Minutes from Patient Participation Group (PPG) Meeting 30th April 2014

Present: Dr Katie Coleman (KC) GP, Nat Hilditch (NH) Receptionist (minutes);
CHo Practice Manager

Patients: CK, JH, LM, CS, SS, JstG, SL

Apologies:

	Notes	Action
1. Welcome/Introductions/Review Minutes of last meeting	<ul style="list-style-type: none"> • Approved- Amend spelling mistakes • Need to go into more depth with minutes 	<p>NH NH</p>
2. Feedback from pan Islington PPG and CCG	<p>Update from PPG</p> <ul style="list-style-type: none"> • PPG are being centrally organized • Setting up an independent PPG <p>Update from CCG</p> <ul style="list-style-type: none"> • spoke about impact from benefit cuts • Dying matters • Some negative feedback on the meeting that they are too presentation heavy 	
3. Newsletter input	<ul style="list-style-type: none"> • Discussed putting in section on how well the young people inspections went • LM suggested input on try swimming for free scheme • CK suggested community events • Description of out of hours services to educate patients on services • Update on staff leaving and introducing new staff • Previous one felt too cramped • Reminder of next PPG meeting 	
4. Any other business (AOB):	<ul style="list-style-type: none"> • Linking PPG and virtual PPG • Electronic prescribing- Sending scripts electronically to pharmacy • Discussed the bad reviews the practice has received on NHS choices • Requesting receptionists say their name when answering the phone • Discussed "Doctor First" follow up survey and the results and findings, survey comments to be discussed at next meeting 	
5. Date of the next meeting	<p>Wednesday 23rd July 2014 from 5.00-7.00pm at City Road Medical Centre</p>	
	Thank you	