ASHCROFT SURGERY WING

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Wednesday 27th January, 6.15pm, at Ashcroft Surgery

Attendees:	Dr A Silverman, GP Partner	Julie Ord, Practice Manager
	Christine Parker	Hilary Aldridge
	Geoff Aldridge	Yvonne White
Apologies:	Mark Cheetham	

1. It was mentioned that important surgery notices need to be better positioned so that they attract the patients attention. The left hand side of the large notice board was discussed as the most prominent place with some backing card to separate the area from other notices.

   PPG were advised that our website should be up and running in March and this would also display patient notices of upcoming issues.

   The possibility of using the Touchscreen for displaying information would be looked into as a further option.

2. It was raised that a broader cross section of patients would represent more widespread views and comments. Our intention is to profile the PPG on the website, inviting patients to comment and attend meetings.

3. Notice regarding Electronic Patient Records was discussed. PPG were not aware that requests for repeat prescriptions and advanced appointments could be arranged online. It was mentioned that this should be more widely advertised and would be ideal for Wingrave and Stewkley Village newsletters and electronic mail services. Julie to provide details of how patients sign up to this service.

4. Patient Access to medical record and blood results was also discussed and it was agreed that further information would be distributed to PPG and also put on website.

5. Dr S reiterated that patients can attend commissioning meetings and dates of future meetings will be added to the website.

27th January 2016