

DUKINFIELD MEDICAL CENTRE

PPG MINUTES –

MEETING INFORMATION

Objective: PPG Meeting

Date: 9th November 2017

Location: Hollies site

Time: 12.45pm

Chair: Bernard Nagle

Note Taker: Julie Pregnall

MINUTES

Matters arising from previous meeting and items on agenda

1. Minutes from the previous meeting on the 7th September 2017 were agreed.
2. It was reported that patients are still having issues getting through on the phones, with one patients being on hold for 20 minutes. Julie will bring the phone system reports to the next meeting to be reviewed and action agreed. The practice has also recruited 3 new members of staff, starting December 2017. Once trained an improvement should be seen with call times.
3. Appointment working group. It is felt that there have been a lot of changes since the merger. The main one being Dr Procter's retirement. There is no consistency of care for the Birch Lane Site patients as different doctors are covering each day. The partners would like to set up a working group to review the current appointment system. Geoff, Diane, Bernard and Susan have agreed to join the working group. The meeting will be on Friday 10th November 2017.
4. Concerns re changing the appointments were discussed and Julie will take them to the working group. One member felt very strongly about not wanting to attend appointments at the Davaar as he was a Hollies patient. Julie explained that The Hollies was no more, we are all now Dukinfield Medical Practice patients and while we understand that this was not a patient choice the merge happen over 15months ago. we need to move forward and find a way to ensure patient care is at the heart of all we do.
5. It was agreed that we would stop using the Hollies and Davaar to differentiate between the two sites. We are now one practice, Dukinfield Medical Practice. Julie will arrange for all communications to be changed and cascade to staff.
6. Diabetic Group update. There will not be a diabetic group meeting in Dec 2017 or Jan 2018.
7. Breathe Easy. Bob has sent his apologies. Meetings are held on the third Thursday of every month at 1.30pm. Venue- Grafton House, Hyde
8. PPG meeting times and venue. Geoff has agreed to look into alternative venues for the meeting. The waiting room at Birch Lane is no longer suitable and there is no disabled access to the meeting room at Concord Way. Geoff will contact Dukinfield Library. Julie Will contact St John's Church. We will inform members of the venue in the New Year.

NEXT MEETING

Date: Tuesday 16thJan 2018

Time: 10.45am

Venue: Dukinfield Library