

# 7th Spring Hall Patient Participation Group

## Meeting

Wednesday 29<sup>th</sup> October 2014

### Patients and staff in attendance:

Dr Nagpaul	GP
Tracy Worrall	Deputy Manager
Gillian Madden	Receptionist
C R	Patient
R S	Patient
M C	Patient
E H T	Patient
K R	Patient

Dr Nagpaul introduced herself and thanked everyone for coming to the meeting and asked everyone to introduce themselves.

We started off the meeting talking about things that are currently happening with in the NHS . KR said that she is Critical Friend for the Health Watch this entails going to see people in hospitals and at their homes voluntary re to try and help with any problems they have.

Dr Nagpaul mentioned that we need try an encourage a wider demographic list for next meeting IE wider range on ethnic groups – young mums – pharmacy’s – care homes – teenagers – new patients.

KR Mentioned that she went to the CCG meeting at the Shay and mentioned a few things that the discussed. RS Also attended. They asked if someone could attend next time Gillian and Tracy said they would.

RS as above.

RS Mentioned that she had talked to other people and she mentioned our triage they thought that was a good thing to have in place

Dr Nagpaul Mentioned that it would be good to have some Patient Champions that as well has helping with Flu days also to come in perhaps once a month to look at our notice boards IE perhaps to put information on re the latest things going on within the NHS or the Practice awareness re Bowel Cancer Screening – Smear Screening – Breast Screening - Ebola outbreak . Perhaps it would be a good idea if we could get some patient stories of any of the procedures that they have had.

Dr Nagpaul Mentioned it would be nice for someone to look at our website with her .

DT Said our Website did look dated and that the Church Lane Surgery is very good. He said he would have a look with Dr Nagpaul. Also he mentioned that the JX needs updating.

Dr Nagpaul thanked the patients present for attending the meeting and looked forward to seeing them again.