Patient Participation Group – Wednesday 11th May 3.30pm – Cheadle Fire Station

Meeting Minutes

|  |  |
| --- | --- |
| Present: | Susan Pyatt, Carol Burnett, Cynthia Willis (Chair), Moonyeen Thorley (Vice Chair), Susan Clare, Doreen Beresford, Pamela Barford, Bruno Harrison, Brenda Robotham, Anthony Schutz, Ann Redfern, Robert Wakins, Donna Watkins, Barry Mawson.  |
| Apologies: | Betty James, Jackie Kent, Brian Clare, Maureen Tantum. |
| Next meeting: | **4.30pm** Cheadle Fire Station Wednesday 6th July 2016 |
|  |  |

## Announcements

Introductions were made to new members of the group also outlining rules and role of the organisation.

Previous meeting minutes discussed and approved.

## Open Issues:

**Awareness Day – Wednesday 15th June 2-6pm at Cheadle Fire Station** (date still under discussion) organisations invites to go out and posters/leaflets to be designed MT. Advertisement to be organised with local press and to be placed on the surgery Envisage system SP.

## Discussions:

* Ways of promoting Patient Group to younger members – Virtual PPG, Meeting Times and survey.
* Appointment System

BR Unable to get appointment online as cannot wait until 8am due to work

BH Phones engaged at 8am

SC Appointments gone by 8.05am

SP Open Surgery failed in past

BR Early appointments not online and not advertised

RW A surgery e-mail should be established to obtain complaints and problems. Closure of new patients to surgery to relieve overload and review of catchment area.

BH Stated that patients from The Tean Surgery have moved to Cheadle Surgeries as not in their area and maybe we could do the same.

* Dispensary Telephone

Electronic ordering system to be established SP. Ratcliffes ordering system to used more frequently.