

**Wollaton Park Medical Centre  
PPG Meeting 4 November 2019**

**Present:** Christine, David, Helen, John, Malcolm, Mary, Miriam, Rosie and Yesmean; Claire Glover

**Apologies** Ann, Brenda, Dr Parker,

**NOTES**

<b>Agenda Item</b>	<b>Summary of Discussion and Actions</b>	<b>Responsibility</b>
Welcome	Yesmean chaired the meeting and reported on Brenda's condition.	
Practice update	<p>Claire reported that</p> <ul style="list-style-type: none"> <li>• Flu jabs. Despite supply difficulties the programme had gone satisfactorily, with a final session on 9 November. In 2020 it was proposed that supplies should come from a single manufacturer.</li> <li>• The pharmacy now had a new manager. It was agreed that there had been an improvement in recent months in the service provided.</li> <li>• Dr Silcock was about to retire, though he would continue as a partner and provide cover for holidays as required. Dr Walsh would become senior partner.</li> <li>• Cryotherapy services, which were not widely available, were provided by Dr O'Connor.</li> <li>• It was planned in due course to create two additional clinical rooms from currently underused areas.</li> <li>• It was explained that the often criticised music to be heard in the reception area was to baffle the telephone conversations with patients and others which might be overheard by those waiting.</li> <li>• Complaints. There was a lengthy discussion on the complaint procedure in view of the unacceptable tendency of patients to log anonymised, often unjustified derogatory comments through NHS Choices. Genuine specific complaints were always investigated and followed up, perhaps two or so a month. Commendations would also be gratefully received. It was thought that a brief questionnaire at the pre-Christmas welcoming sessions might explore this topic.</li> <li>• A new, male receptionist had been appointed.</li> <li>• The practice would be closed only on Christmas Day, Boxing Day and New Year's Day.</li> </ul>	
Pre-Christmas welcome sessions	As previously agreed PPG members would provide refreshments in the waiting area on Monday 16 December, as in 2018, but over a longer period: 9.00 for 9.30 till 11.30 – Yesmean, Mary, Malcolm 11.30 till 1.30 – Christine, David, Miriam (for part of time)	Claire to provide tea, coffee, milk, beakers and mince pies

	<p>3.00 till 5.00 – Ann, Helen, John, Rosie</p> <p>Patients would be alerted to refreshments on arrival, but probably served them as they left. A supply of PPG leaflets would be available, together with a list of PPG achievements, and patients would be encouraged to check themselves in.</p> <p>They would be invited to complete a very brief questionnaire to be devised by Yesmean.</p>	<p>Yesmean to provide handouts</p>
<p>Meeting dates in 2020</p>	<p>Mondays at 2.00: 27 January, 9 March, 27 April, 8 June, 27 July, 14 September, 2 November, 14 December</p>	