

Patient Participation Meeting
5th April 2012, at Cambridge house Surgery,

<p>Present: D Wilshaw (DW) P Thomason (PT) J Bailey (JB) T Brennan (TB) Dr Siddiqi (QS) Donna Deaville (DD) Student Audrey Haywood (AH)</p>	<p>Apologies: J Steele K Brookes H Finlow</p>
1. Previous minutes discussed and signed off	ACTIONS
<p>2. Elise Butler – Manager of the local closer to home walking project -</p> <p>Gave a talk on the local walks in Bucknall and hopes to use the local café within the church hall as a starting and finishing point. The first walk to start on Friday 4th May, all group members were interested and will be joining the group on the 5th May at 11am. AH has signed up to do the leader training and help with the leading of the groups. The walks will be initially done on a fortnightly basis with the prospect of offering it weekly once the group has become established. Walks are available daily somewhere in Stoke-on-Trent.</p> <p>Elsie to send DW information, videos etc so that we can add this to the Jayex boards in reception. TB asks if we can get all the local surgeries involved and hopefully increase the numbers. JB asked if there were any evening walks or social events. Elise confirmed that they run evening walks in the summer and there are quiz, canal boat trips and photography courses during the evenings in summer.</p>	<p>DW to add to Jayex board when information is received from EB</p>
<p>3. Disabled ramp - Dw informed group that unfortunately we have had to cancel the ramp building in last financial year due to lack of funding but are hoping to put in another bid this year for the ramp, a new side door and a new front door for the surgery for easier access for the disabled. More information to follow.</p>	
<p>4. Mystery shoppers – Dw informed the group about the mystery shopper project, produced leaflets which were given out from the last PPG meeting at the Donna Louise Trust meeting. Asking patients if they would be interested in providing feed back about varying health places, i.e. hospitals or gp surgeries. JB asked if it would be about our surgery, DW stated that no because they would be recognised, it may be a hospital ward or other gp practice.</p>	<p>Leaflets given with contact tel numbers for anyone interested.</p>
<p>5. New computer system – QS informed the group that we are having new computers installed next Thursday and going onto the coin. TB asked if this would benefit the practice. QS Explained that he will then be able to access blood results and letters when he is on annual leave via the laptop and not to have to ask the locums to look at these, so that nothing gets missed. QS States that unfortunately the timing isn't good because of the bank holidays as we will only be able to see emergencies on Thursday & Friday of next week as we will not have the computer system to refer to. Noticed have been up in reception informing patients of this for the past 3 weeks, so that they can get their prescriptions etc early.</p>	
<p>6. PT asked about home b/p machines, he has one of his wife's which is a couple of years old and asks QS if it will still be ok. QS Suggests that he has it calibrated to be</p>	<p>PT to bring it in to surgery</p>

