

THE GROVE MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD THURSDAY 22ND
MARCH 2012 @ 6:30PM

Present: Dr P M Warwicker Partner
 Dr L Hooker Associate
 Carole Stock Practice Manager

Patient Participants:

14394
15255
17716
9846
17777
18872

Carole Stock welcomed everyone to the second meeting of the Patient Participation Group.

At the last meeting in December it was suggested that some form of health education system would be a good idea. Acting on this suggestion the practice now has a TV System in the waiting room **NOTICEBOARD TV** which incorporates health education information and detailed information about the practice.

The participants were asked to watch the system and then feedback any ideas to improve it. The following suggestions were put forward:-

- To slow down the display on the left hand side of the screen as it was felt that some age groups would struggle to read everything within the timescale allowed.

Carole would contact the supplier with this request as this part of the system can not be managed within the practice.

- To display the details of the late night pharmacies in the area

Carole will add this information to the screen

- To advise patients to make their appointment for travel with the nurse at least 6/8 weeks before their date of departure.

Carole will add this information to the screen

- To add details of the local Family Planning Clinics.

Carole to add this information

The PPG were also asked for any other suggestions that would make the surgery more patient friendly and it was suggested that it would be a good idea to have alcohol hand gel/rub available for patients to use throughout the reception area and waiting room. Carole explained that the practice had put bottles out in reception and the waiting room but on each occasion they had been stolen. Therefore it was agreed that dispensers on the wall would be a good idea.

Carole to arrange this as soon as possible

With the proposed development of Waitrose/Travel lodge imminent the PPG were asked for any ideas/solutions to the car parking problem this development will cause. Dr Warwicker expressed concern that both the staff car park and patient car park would be used inappropriately by members of the public/workmen due to the lack of parking facilities in the town. Several suggestions were put forward including:-

- A ticket system for patients when attending an appointment to put in the windscreen of their car available from reception.
- Employing somebody to attend the car parks
- Putting signs up stating anybody parking without appropriate reason would be charged £10/£20 per hour
- Fixing a heavy duty label to the windscreen of cars parked without reason

It was felt that it would be essential to keep using the concrete posts in the staff car park and the chain in the patient car park as a deterrent, but realistically all that could be done to start with would be to monitor the situation and then take appropriate action as and when.

Carole informed the meeting that the photographs of Doctors/Nurses would soon be outside their consulting rooms but as there had been a slight problem with some clinicians not liking their photograph and wanting it changed it had delayed things slightly!

The next meeting of the Patient Participation Group is scheduled for Thursday 5th July 2012 @ 6:30pm.