

**Adelaide Street Family Practice /  
The Harris Medical Centre  
Patient Participation Group**

**Meeting Minutes  
19<sup>th</sup> July 2010, 6pm  
At Adelaide Street Surgery**

1. Attendees

Name	Daytime phone	Email
MW - Mike Wain	01253 620725	<a href="mailto:Mike.wain@gp-p81042.nhs.uk">Mike.wain@gp-p81042.nhs.uk</a>
VC - Viv Critchley	Not published	Not published
AA - Ann Allen	Not published	Not published
GQ - Gavin Quick	Not published	Not published
JCB - John C. Butler	Not published	Not published
JR - Dr Jessica Rose	Not published	Not published
RW - Rita Walsh	Not published	Not published
TB - Tony Bladen	Not published	Not published
JB - Jo Booth	Not published	Not published

Apologies: Richard Watkinson Robert Herron

Note: All references to 'The practice' are deemed to include both Adelaide Street and Kentmere Drive.

2. JB welcomed the group to the inaugural meeting and handed out a 3-page document explaining the objectives of a PPG
3. JB also handed out an agenda which included ground rules for the group, which were read and accepted by all attendees
4. It was agreed that the venue of the PPG meetings would alternate between A/S and K/D
5. Each member of the group introduced themselves, giving a short answer to the question "What would I like to get from today's meeting?"
6. MW outlined plans for the practice which were already in progress. These included;
  - a. New website – this would include a facility to book appointments online, order repeat prescriptions and update personal details
  - b. Production of a new practice leaflet, which would outline all services available
  - c. A patient newsletter – in which the PPG would have a section each month
7. Suggestions of a name for our PPG are welcomed for discussion at the next meeting

8. Individual suggestions for the practices were presented by various members of the group. These were;
  - a. Photo's of the doctors/nurses in reception
  - b. Information on the TV's in reception regarding the services available
  - c. Suggestion box in receptions
  - d. Seating at K/D to be re-covered/replaced due to stains on the material
  - e. Look at 'Kiddies Corner', which used to be at K/D, but was removed on the recommendation of infection control auditors
  
9. Date of next meeting – 31<sup>st</sup> August at Kentmere Drive

### ***Task list***

Action	For	By When
Suggestions of a name for the PPG	All	31/08/2010
Look into producing a photo display board of Doctors/Nurses for the practice reception	MW	31/08/2010
Look at cost of cleaning/replacing reception chairs at K/D	MW	31/08/2010
Update on TV information videos to be used at both sites	MW	31/08/2010
Investigate the possibility of having a 'Kiddie Corner' at the practices	MW	31/08/2010
Implement a 'Suggestions Box' in each reception area	MW	31/08/2010

### ***Acronyms***

- A/S – Adelaide Street Family Practice  
 K/D – Kentmere Drive  
 PPG – Patient Participation Group