



**Woodside Medical Practice
Patient Participation Group Meeting
Minutes - Date: 09.06.2016**

Present:

D C – Woodside Patients
DW – Woodside Patients
J S – Park Lane Centre and Woodside Patients
JJ - WMP
K A – Practice Manager

Apologies:

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
Group discussed content of last PPG and KA discussed actions that have been taken.		
Discussion about inviting PPG Chair and PM from another practice to come and talk with our group about ideas etc	KA contacted colleague – will update when have more news	Update 09/06/2016 KA advised that colleague from Shawburch was due to attend today but had to cancel at last minute due to unforeseen circumstances – will re-schedule UPDATE 29/09/2016 KA confirmed Shawburch had had a change in personnel and she would invite again
Discussion about the screen in Reception – DC advised Wellington Road Surgery's digital signage is excellent	KA is meant to be sorting this – but as of today she has not – my apologies KA also contacting PM at WR to discuss	Update 09/06/16 – KA to arrange over summer Update – 29/09/16 KA to arrange
KA gave overview of practice website update	Update 09/06/2016 – final stages of provider swap over are going through – 'watch this space'	KA to look at the number of pages that say "please contact surgery" – DC concerned this may overload phone system and practice team UPDATE 29/09/16 Discussion about putting link to patient access on from / home page
TV / Digital Signage at Park Lane – JS invited WMP to sign Flu Clinics on PL's new digital signage		
Comments / Complaints / Feedback Extensive discussion following question from DW about responding to comments made about staff (patient feedback)		

<p>DW – raised question about third party individual known to him KA advised she would not be answering as need to maintain confidentiality of all third parties who may or may not have any kind of contact or association with the practice, unless given express written permission, by said party, to share such information</p>		
<p>Group discussion about when clinicians are running late – and notifying patients Extensive discussion about implication and balancing of patient expectation and patient privacy</p>		
<p>DW – raised question about how non-clinic staff respond to medical ‘emergencies’ KA – gave comprehensive explanation of training and response scenarios</p>		
<p>DW – raised question of whether WMP ‘listens in’ to telephone calls to check on staff / patients discussion to check polite etc. KA – advised this is illegal without proper notification to all parties and other legislative requirements KA – gave comprehensive overview of training and support for staff on interaction with others – and of WMP policies and procedures</p>		
<p>Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together</p>		
<p><u>Date of Next Meeting:</u> Thursday 10 November 11.00 – 12.00 pm Woodside Medical Practice</p>		