

Little Horton Lane Medical Centre PPG

Minutes of the Patient Participation Group held on Wednesday 6th December 2017

Attendees: K. Patel, Sue Odonoghue, Naiema Shaha (patient), Amreen Raza (chair) Adam Fenton Natasha Malik

	Action
The chair welcomes all participants in this meeting.	
<p>Joint discussion Sue informs the attendees that from January a dedicated staff member is going to visit various children's centres in the community to speak to them about the services we offer and what we can do to improve our services. E.g. Mayfield Children's Centre, Canterbury Children's Centre, Burnet Field Children's centre. The staff members will engage with mothers with young children. For our Eastern European patients we have a staff member that will visit patients in the Light of the world Centre.</p>	
<p>"U said we did" Patients wanted more appointments. We have set up a triage system New furniture acquired for the practice Extra patrol on car park as cars have been damaged</p>	
<p>Patient questionnaire The new patient questionnaire will be user friendly. A staff member will help patients who attend the surgery to fill in and take their comments and feedback.</p>	
<p>Comments on NHS choices website A dedicated staff member will speak to patients who visit the surgery to discuss the comments left on the website. How can we improve our service?</p>	
<p>Yearly food collection As in previous years we have started the food collection for this winter. Anybody wishing to donate food can drop it off at the surgery.</p>	