

PPG MEETING MARCH 2013

IN ATTENDANCE: Patricia Moran
Jacquie Murray
Ann Cullen
Ste Phillips
Sarah Roberts
Phill Cullen

INTRODUCTION

Members and Staff were welcomed to the meeting and the minutes of the last meeting were discussed.

CARERS

We now have a carer as a member of the PPG. It was discussed that all staff are to be shown how to refer and made aware of how important it is to help people who care for others. Jacquie will attend the next carers meeting to be held at Knowsley Carers Centre.

SMOKING

Members were made aware of the increase in Patients who have been helped to quit smoking within our Practice. Members thought the smoking cessation advice and treatments given were very effective and impressive.

CLINICS

Members think that the service they are receiving without having to travel to hospital now is really impressive, clinics available within the Bluebell Centre was discussed.

COLBY MEDICAL CENTRE

Members were in agreement that the introduction of appointments made available "on the day" has very much improved the appointments system. Also they were informed that we are always looking at ways to improve on our appointments system wherever possible.

UPDATE OF PATIENTS DETAILS

Members of the PPG and Patients of the Practice have recently started to complete questionnaires to help keep details updated. Members were informed that the questionnaires were available at the Reception desk.

PPG MEMBERS

Unfortunately two of our PPG members have passed away since our last meeting and will be greatly missed. Number of attendances has struggled recently resulting in some meetings being cancelled, equally we are grateful to our members who have attended. It was agreed that both the Practice and PPG members would try to recruit new members.

DRINKS MACHINE

It was proposed in a past PPG Meeting that a drinks machine being available within the building would be appreciated. We are pleased to say that a vending machine is now available on the lower ground floor within Davey's Pharmacy.

ANY OTHER BUSINESS

Jacquie thanked Members for their attendance and informed them that she will contact them regarding the next meeting to be held.