**PPG Meeting at South Queen Street Medical Centre**

Thursday 14.3.19

Patients attended

Carol Coles, Shawn Kennedy, Janet Mell, Deana Drake, Eric drake, Carole Deighton, Pauline Greenwood, Janet Mell

Nageena Hussain – Office manager hosting meeting and taking minutes

Dr David Kaushal – apologise sent

Mell Aveyard Practice Manager – apologise sent

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* Patients wanted practice to publicise the PPG more and try to reach nearly all patients we have registered with us.

*Practice does have posters in the surgery and this is also mentioned on practice website, we currently have 30 pts registered as PPG members, unfortunately not all pts are able to attend meetings.*

* We now have ANP Amanda Woodhead who has joined us and Dr Raheela Chaudhry has gone on maternity leave. Also Dr Mary Kamel has come back and is now working as a salary GP. Patients wanted the practice leaflet updating to show clinician changes.

*Practice leaflet is updated regularly with permanent staff changes.*

* Well woman clinics – Nurses and GPs do see female patients in their clinics for well woman issue however patients would like a separate well woman clinic where they can be seen for female issues. Patients felt when they are well and have no diagnosis they still want contacting and having tests to see if they are still diagnosis free.

*Unfortunately we do not have the patient demand to set up individual well woman clinics, but all pts can make an appt with our PN who is available every day and if necessary a follow up can be made with a GP.*

* Patient has not had cholesterol check for 1 year – taking cholesterol tablets and says has not been contacted- explained we have a very robust re-call system in place where patients taking statins have yearly bloods but patient annoyed not been contacted by surgery. *Unfortunately when we have been unable to contact pts this can delay in pts being seen. If pts are aware of when their routine reviews are due then they can contact the surgery to make an appt and do not have to wait to be invited. We do offer an SMS texting service for this and reminders are also sent on a monthly basis through this service as well as letters & telephone calls.*
* Next meeting TBA