**Harold Street Medical Centre**

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**4th May ’17**

This was our Second meeting of the Patient Participation Group (PPG), six patients, three staff and Community support worker attended.

PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by the practice to patients. Benefits of having a PPG will be the improved communication with the patients, potential for mutually more respectful relationship, a better awareness for patients of how their practice operates, better understanding of the role and workload of a GP and practice staff.

Minutes of last meeting agreed.

The patients that attended wished to put on record that all the staff were friendly and very supportive.

Practice Manager informed the meeting about Merger progress that we are working towards to make it happen and there is been some hurdles and barriers to solve out.

Meeting was informed that Nicola Sewell (receptionist) has moved out of Sheffield and left job as well. We have recruited Donna Higgin bottom (receptionist) at her place.

There was question rolled out to Patients about Thursday access and opening up surgery to which one replied that it will be good when merger takes place so it can fit patient needs and have more access. Other said that its fine what we are right now. So in short there were mixed comments from group regarding opening up on Thursday.

In Question answers round

One said about appointment timings and it was assured that we will look into appointment problem.

Another said for phone lines for Prescription opens up at 11:00 am and has to wait and can forget about it to which we said that we have to do it for purpose to accommodate all patients.

There was a suggestion to put photo board for all staff which we can think.

One said that too many posters to read in waiting area but we have to put it up due to serving patient population and their needs.

Last to this meeting Community Support Worker also introduced her role which is on bit of different side. Sees over 65 yeard old and does refer them for their needs like benefits, cleaning, cooking, gardening,hairdressers and many more. Much activities are doen to stop hospital admission.

The next PPG Meeting is on the 30 Nov’ 2017 in the waiting area at 12.00 noon.