

**Minutes for Patient Participation Group meeting held at Rosevilla Surgery
Friday 5th April 2019**

1. **Apologies**

2. **Review of Minutes.**

Minutes of previous meeting were viewed and passed as correct.

3. **Care Navigation**

KG handed out information to members of PPG and explained why reception were asking patients what was wrong with them and that this was at the request of the Gp's.

KG explained that Care Navigation is now being used in all Practices in the area.

4. **DNA Appointments**

Feb 2019 – 38

March 2019 - 34

If children do not attend their appointments, a member of staff will contact the parent to see why the child was not brought into the Practice for their appointment. If there are any concerns regarding child safeguarding, social services will be contacted. If a patient does not notify the Practice that they are unable to attend their appointment, a letter will be sent to them. Should they not attend three appointments without notifying the Practice within 12 months, this could result in the patient being removed from the Practice register.

5. **A.O.B.**

Comments Box – It was requested at the last meeting that a comments box be placed in the waiting room. KG has checked the comments box on a daily basis and no comments have been left in the box. It was decided that the comments box would remain in the waiting room.

It was suggested that once a month, members of the PPG would hand out the comments slips in the waiting room. This was agreed by the members present and will be discussed as to when this will be implemented at the next meeting.

KG informed members that a survey which will be about the service patients have received from Gp's and receptions staff, will be taking place some-time in the near future.

Next meeting. Friday 19th July 2019 @ 1.30pm

If you have any ideas for the agenda then please contact Karen Goringe on 01268 552999 or email on swerosevillasurgery@nhs.net at the surgery.