

# Wilmslow Health Centre Patient Participation Group

Tuesday 15 May 2018 2.30pm

## **1 Present:**

Harley Nicholson  
Lisa Hoodless  
Helen Lister  
Kirsten Thorpe  
Pauline Barnett  
Angela Barclay

**2 Apologies:** Jeffrey Krell, John Meacham, Vivian Schick

## **3 Minutes of Last meeting on 27 March.**

Approved

## **4 Matters Arising**

Jeffrey agreed to send a reminder to Kirsten with details of the letter she would write to Esther Mc Veigh. This has not been actioned.

There has been no decision on opening hours.

## **5 General Practice Update**

- We were informed that sadly Debbie Gillibrand has passed away. The practice has written to her family.
- Alison Cooper a Health Care Assistant is being trained to take blood etc.
- Eddie Shaffu a GP registrar has agreed to stay on at Wilmslow Health Centre and will attend on Thursdays and Fridays
- We were advised that deliveries of 'flu vaccines are being staggered for 2018/2019. The 'flu clinics will have to run over a longer period.

## **6 The leaflet "Get the best from your GP and your surgery"**

Pauline and Helen met to rewrite this leaflet in simpler and shorter sentences.

Jeff approved the new version and he and the committee made a few minor amendments.

## **7 The Waiting Room**

This was discussed at length and a few preliminary ideas were suggested:

- It was generally agreed that there are too many posters in the waiting room making the place look untidy and unprofessional.

- In principle there should be a limited number of areas for the posters, and we should identify where they would be: say 2 large boards, a few more carousels that do not take up so much room, and the table with far fewer leaflets on it.
- There should be some clear walls and windows with no posters.
- All the places for posters should have a mixture of subjects to avoid embarrassment to patients.
- Could the TV screen be used for more advertisements to cut down on the number of posters?
- Posters could be rotated and not all put up together. We need to identify which notices are mandatory.
- Helen offered to take a look round with a member of staff (say Kate) to get a better idea of how the posters are put up and if there is a system.
- Ideally one member of staff should be responsible for putting stuff on the walls to avoid messy clutter, but it was understood that there is constraint on their time.

We agreed that all members of the committee should go into the waiting to have a look at all the posters and notices and come with suggestions at the next meeting.

## **8 AOB**

The new telephone system is now likely to be ready in January.

Kirsten reminded us that she was waiting to hear from Jeffrey to arrange a meeting between her church and other local surgeries to discuss the feasibility of putting an ANPR system in the car parks.

**Next Meeting** Tuesday 26 June 2018 1t 12.30pm.