

Cranborne Practice: Patient Participation Group

Minutes

Wednesday 6th February 2013 @ 7 p.m. @ 131 Newtown Road, Verwood

Present: Glen Carlyon, Chairman, David Watson, Lionel Foreman, Pam Watson, Soozie Cooper, Carl Walker, Catharina Green, Ann Carlyon, Ann Abernethie, Jo Morris, Alan de la Poore.

1. Welcome and Apologies: Trevor Steptoe, Colin Trounce, Verena Wrixon, Dennis Holford, Ann Walker.

2. Notes of last meeting - 9th January 2013: no comments.

3. Matters Arising (not on Agenda): None

4. Parking and Yellow lines on Lake Road: Glen followed through with Spencer Flower, local Councillor and Leader, EDDC, who chased with Alan Jowsie @ EDDC. Arranged for work to be done in late Spring.

5. Verwood Pharmacy: planned to open at Lake Road surgery on 1 March 2013.

6. Winter/Spring Newsletter 2013: distributed in January; copies placed in - Verwood Library, Verwood Heritage Centre, Verwood Post Office, Cranborne Post Office & Surgery Waiting Room. Agreed that copies should be placed with the magazines @ Lake Road Waiting Room. . Request for sending out by e.mail - to be considered. **Action - Jo**

7. Retirement event for Dr Malpas: Jo to ask her for possible dates & then to discuss & agree with Glen and Carl. Carl offered to arrange drinks and nibbles. **Action - Jo/Glen/Carl**

8. Badges for Friends of the Practice drivers: being distributed.

9. Patient Participation Questionnaire: agreed as follows

- Most questions to remain unchanged from last year's questionnaire;
- Some changes to be made, including:-
 - 4. Reception - new Q 4(d): If no to Q 4(c), please say why in the box below.
 - 4 (d) becomes 4(e) and so on;
 - 4 (e) becomes 4 (f) and wording to be changed to: 'If you telephone the Surgery, do the Receptionists usually answer your call promptly?'
- 7. General Questions: new question ' 7 (a) Do you know that there is a Practice web-site? Yes/No. If yes, please give the web address in the box:
 - 7(a) then becomes 7 (b), and so on.
- At the bottom of the last page, , new question: Would you like a member of the Practice to contact you regarding this questionnaire or for any information about the services which are available?
- New question: Do you know about the Friends of the Practice?
- New question: Would you like some more information?
- Glen to tell Annette and ask for questionnaire to be distributed, as before.

Glen/Annette

10. Any Other Business:

- Agreed Ann A. to produce Notes, rather than Minutes.
- Verwood Local Action Group: meeting in April or June - Dr Colin Davidson to give summary of changes in the NHS & how they will affect us in Dorset. Ann to advise dates.

Ann

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11. Dates of Meetings in 2013 @ 7 p.m. @ 131 Newtown Road, Verwood: Wednesday 13th March, provisional: 17 April, 17 July, 16 October. Ann to ask Annette to book room. **Action-Ann**

The meeting finished @ 8.10 p.m.