

**Sett valley Medical Centre**  
**Patient Participation Group**  
**Meeting at New Mills Volunteer Centre Wednesday 21<sup>st</sup> January 2015 6pm**

Present: Ian Mason, Pam Cohen, Lance Dowson, Michael Brueck, Godfrey Hutchins, Josie Longson, Hilary Donbavand, Jo Orme, Maria Gouldthorpe(welcome), Nicola Fryers

1. Apologies Jo Orme, Lynne Rangely ,Mark Gegarty
2. Minutes of the previous meeting read and agreed
3. Matters Arising- appointments to be discussed under Doctor's Report
4. Election Of Chair and Secretary - Chair is now Pamela Cohen, Vice Chair Ian Mason, Secretary Nicola Fryers ,
5. Practice Policy- from development plan, including patient questionnaire result, pam raised concerns of not getting enough of a captive audience only 1.62 % filled in the patient questionnaire – Prioritise appointments, flu clinics, staff training
6. Doctor's Report – Dr Douglas Explained how the New Book on the Day appointment system isn't working properly, to be discussed further.
7. Practice Managers Report – Andrew discussed in detail the report.
8. Patient Issues – NHS Choices Website to be filled in and questions answered. Terms of Reference- it was suggested by Hilary a draft with a discussion for the PPG. (Pam ,Hilary organising ) Pam suggested to the members to try and attend as many meetings as possible that the group hold throughout the year.  
Lance Attended the PPG networking Meeting where is was discussed ward discharge, A&E discharge, Sec to contact Amanda to send information through, pam mentioned ambulances told to ring 999 re falls.
9. AOB – Boots Market street (810) it was mentioned have low stock levels the repeat prescriptions seem to be a problem re staff being incompetent.  
Pharmacy 4 you are still contacting patients asking if they want to use their service.  
Ian went to a Patient Experience and safety committee at Scarsdale and raised the question of Stepping Hill Hospital having 1 complaint regarding hospital transport which they pass onto EMAS as this doesn't show on their files Ian had concerns how this is dealt with.  
Godfrey raised his concerns regarding the New Health and Social Care Act to be discussed again at a future meeting.

**Dates of Future meeting Wednesday 25<sup>th</sup> March 6pm**  
Close 7.55 pm