CHHC

Date: 24th November 2011

12:30 – 13:38

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| Present: | Ronald Curtis  | Dr Hamilton-Smith |
|  | Ian Bristow | Terry Justice |
|  | Maire Justice | Farhana Imran |
|  | Elaine Matthews | C Bonny |
|  | Val |  |
|  |  |  |
| Apologies: | Diane Maskell | Dr Imran |
|  | John Denyer | Michael Inns |
|  | Nancy Mear | John Mear |

**Minutes**

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| 1 | The name of the PRG will be:The Patient Representation Group of Drs Hamilton-Smith & Partners |  |
| 2 | Maire will phone John Denyer | MJ |
| 3 | Maire will research into NAPP to see if it is worth joining | MJ |
| 4 | Open a Bank Account Maire will ask NAPP about a constitution | MJ |
| 5 | Develop Practice websiteIan suggested there should be a link to the NHS site | FI |
| 6 | Terry wants the posters on display to be themed with headers such as VACCINATIONSTROKECANCERGuidance is needed from the doctors about our patients illness. Which are the most common illnesses? The posters will reflect these.  | TJ/FI |
| 7 | The PPG need representation from all different groups of patient, we need the Practice to provide us with a breakdown of the type of patients in this practice:Age range: <5, 5<x<16, 16>x<25, 25>x<45, 45>x<60, >60Male/FemaleType of health problemEthnic Group, Disability Group, Elderly, Teenagers | DM/Val |
| 8 | Make more use of the TV and LED information display |  |
| 9 | Maire wanted to thank the Practice staff for being helpful.This will be displayed on the scrolling board, it will read:“The Patient Representative Group would like to thank the Practice Staff for being very good, obliging and helpful” |  |
| 10 | We have 6,000+ members of whom:19 are active members11 are non active members  | FI |
| 11 | The questionnaire results showed the Practice in a good light. Patients find the receptionists very helpful and they are happy with the care provided by the doctors and nurses. This was a small sample. | FI |
| 12 | Chair closed the meeting at 13:38 |  |
| 13 | Next meeting 26th January 2012 at 12:30 |  |