**Little Horton Lane Medical Centre PPG**

**Minutes of the Patient Participation Group held on Wednesday 6th December 2017**

**Attendees:** Dr K. Patel, Naiema Shaha (patient), Amreen Raza **(chair**)*.* Also patients and staff from Dr Mall and Partners

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|  | **Action** |
| **The chair welcomes all participants in this meeting.**  |  |
| **Joint discussion** Sue informs the attendees that from January a dedicated staff member is going to visit various children’s centres in the community to speak to them about the services we offer and what we can do to improve our services. E.g. Mayfield Centre,Canterbury Advice Centre, Burnet Field Children’s centre. The staff member will engage mainly on mothers with young children. For our Eastern European patients we have a staff member that will visit patients in the Light of the world Centre. |  |
|  **“U said we did”**Patients wanted more appointments. We have set up a triage systemNew furniture acquired for the practiceExtra patrol on car park as visitors from St Lukes Hospital were parking their car in our car park. |  |
| **Patient questionnaire**The new patient questionnaire is more user friendly. A staff member will help patients who attend the surgery to fill in and take their comments and feedback. |  |
| **Comments on NHS choices website**A dedicated staff member will speak to patients who visit the surgery to discuss the comments left on the website. How can we improve our service? |  |
| **Yearly food collection**As previous years we have started the food collection for this winter. Anybody wishing to donate food can drop it off at the surgery.  |  |