

ELLIOTT STREET SURGERY
DR S. T. H. SHAH
BSc, MBBS, MRCP, DFFP, PGCert.GPE
145 ELLIOTT STREET
TYLDESLEY
MANCHESTER
M29 8FL

Patient Participation Group (PPG)
Elliott Street Surgery
Thursday 3rd July 2014

Attendees: Dr STH Shah – GP
 Nurse Practitioner Andrea Griffiths
 Mrs (MH)
 Mrs (GH)
 Mrs (JH)
 Mr (AW)
 Mrs P Coupe – Practice Manager (PC)

Apologies: Dr M Sniadek – GP
 Mr (AH)

Welcome to all and thanks for attending.

Minutes of the last meeting agreed as correct.

Matters arising from previous minutes	<p>From last times minutes, we checked about the discharge times from hospital. There is no definite cut off time for discharge of patients from hospital, however, Dr Shah did check and was informed that as a general rule the hospitals try not to discharge later than 8 or 9pm.</p> <p>Two members of the group did attend the surgery at the time of an Ante Natal clinic, unfortunately this was not a well attended clinic, and we will try to get leaflets out at the next few clinics</p>
Appointment Times	<p>We had a discussion around appointment times in view of the possibility of future changes. The group were quite happy with the current arrangements. Due to high demand at the moment, we have been piloting making a lot of appointments particularly on a Monday as bookable on the day appointments, and also adding appointments to the end of a session and making them as urgent on the day, this seems to be working, and we will review it after the holiday season has finished.</p>
Passenger transport	<p>It was mentioned that a driver had said that the passenger transport was paid for by the Practice, this in not correct it is funded centrally, as far as we are aware.</p>
Phones	<p>Several people have commented on the telephone system, they can wait several minutes to be answered. This is because we have 4 phones in the office and 1 phone on reception and</p>

	they ring on a loop system. On occasions, in the afternoon, we only have 2 receptionists working at any one time, therefore if they are already answering calls, it makes things a little difficult. We will however endeavour to answer calls in a timely manner
AOB	There being no other business, the meeting was closed
Action Plan	Arrange leaflets about the PPG to be given out at future Ante Natal Clinics
Next Meeting	1 p.m. Thursday 28 th August 2014