

ELLIOTT STREET SURGERY

DR S. T. H. SHAH

BSc, MBBS, DFFP, PGCert.GPE, FRCGP(UK)

145 ELLIOTT STREET

TYLDESLEY

MANCHESTER

M29 8FL

Patient Participation Group (PPG)

Thursday 21.01.2016

Attendees: Dr STH Shah
Mrs MH
Mrs SC
Mrs S Macafee

Apologies: Mrs JH

	Today we had an informal meeting/chat.
TV screens	<p>It was suggested by MH that the patient information screens, which have now been fitted and are in working order, advertise the PPG group. It was felt that this was a good idea to generate more interest.</p> <p>Dr Shah advised that soon there would be a "ticker tape" type bar at the base of the screen which would give information re news events etc.</p>
Telephones	MH discussed an issue which she had had regarding an appointment. This was taken on board. Phones have been exceptionally busy this week.
Electronic prescriptions	<p>SC asked a question regarding nominating pharmacists. She was advised that at some point the patient will have nominated the pharmacy they would like to use. The pharmacy should have the paperwork to provide proof of who nominated and when.</p> <p>The Surgery does not nominate any pharmacy for any patient.</p> <p>The patient can still choose to collect their prescriptions manually, if they so wish, and should ask the pharmacy to remove their nomination.</p>
Improvements	<p>It was mentioned that The surgery has been decorated throughout.</p> <p>It was also mentioned that there are new lights throughout the building which are very close to daylight. This light is less harsh.</p>
Next meeting	Thursday 21 st April 2016 at 1pm.