

**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 16<sup>th</sup> April 2015

Attendees: Mrs (GH)  
Mrs (SC)  
Dr STH Shah  
Mrs P Coupe – Practice Manager (PC)  
Mrs S Macafee

Apologies: Mrs (JH)

Welcome to all and thanks for attending.

	Minutes of last meeting agreed as correct. Apologies for them not coming out electronically, we seem to have had a “blip” with the e-mails as we have had new computers and an upgrade.
Website	SC mentioned that she had been onto the Elliott Street Surgery’s website and had had notification that there was a problem with e-mails and the comment she had made on the Friends and Family Test link had not been posted.  Additional information from Mrs Shah – we have not been publishing comments left on the FTT survey, whether the survey was completed by hand, submitted over the phone or via the website. We are publishing the total responses, each month, in the form of a table, which can be seen on the surgery website, under ‘Survey Report’.
Patient Access	Group informed about a new service, which will be available on line and is called Patient Access. This allows patients to register with the practice to enable them to have access to the medication and allergy list and will enable them to book appointments on line. To register for this the patient would need to come into surgery, with proof of their identity (photo ID and utility bill). The patient will then be issued with a printed sheet containing all the information the patient needs to register on line.

	Group shown draft protocol and test registration information for test patient.
AOB	<p>GH asked whether she would be able to get a two-month prescription for when she goes on holiday. She was advised that as long as she puts a note on her request we would be able to issue a prescription for two months.</p> <p>Dr S addressed the group to inform them of the problems we are having with youths at the moment. In the evening they are congregating at the rear of the building and causing damage. The community police are aware of this and are policing the area.</p> <p>SC asked about EPS (Electronic Prescription Service) and PC will get further information regarding when we can go live.</p>
Next meeting	Thursday 18 <sup>th</sup> June 2015