

 The **Clover** Group Practice
Buchanan Patient Participation Group Meeting - Minutes

Monday 14th January 2019 at Buchanan Road Surgery

Item	Action
<ul style="list-style-type: none">• Attendance <p>Attendees: Michelle Richards (MR), Sue Fletcher (SF)</p> <p>Patients: TL, NE</p>	
<ul style="list-style-type: none">• Apologies <p>JK</p>	
<ul style="list-style-type: none">• Staff Update <p>Sue Fletcher informed the patients that Michelle Richards will leave at the end of January and Sue will take over the Manager's role. Sue has worked at Buchanan for 19 years and been Assistant Manager so there will be little difference notable to patients. We wish Michelle good luck and a happy retirement with the grand-children!</p> <p>Sue reported that Dr Rebecca Harborne returned to work on Monday 14th January 2019, after maternity leave – welcome back! Rebecca will have clinics on a Monday, Tuesday and Friday.</p>	
<ul style="list-style-type: none">• Telephone System <p>The group discussed the recent upgrade to the telephone system. Patients at the meeting were very happy with the system. They thought the queuing system was much better than having to redial. Ordering prescriptions was much easier as they are no longer limited to a specific time.</p>	
<ul style="list-style-type: none">• Aggressive Patients <p>Sue Fletcher explained that there has recently been an increase in acts of aggression from patients to staff. A zero tolerance poster has been put up and patients could be asked to register with another practice.</p>	

- **Christmas Service**

SF explained that the Christmas services for appointments and repeat prescriptions worked well this year and those present agreed.

- **On asking what matters most to patients:**

Patients agreed the practice is looking much better and more welcoming. The new blinds and updated reception make a pleasant environment. Having posters in designated areas makes the reception appear much bigger.

SF explained that she was working to increase the number of patients attending PPG. Patients present agreed they would encourage their friends and relatives to join our group.

Next Meeting: Tuesday 16th April 2019 at 5.30p.m at Buchanan Road Surgery