

# HANDSWORTH MEDICAL PRACTICE

## Minutes of Meeting

Ref No: ..... Minutes Taken By: C. Harrison.....

Date & Time: 12 December 2012..... Venue: Handsworth Medical Practice.....

Purpose of Meeting: Patient Participation Group.....

Attendees: NH, DR, CF, NB, BW, DC..... Apologies For: ARS, CJ, VR.....

CFI: .....

Item	Note	Action	Deadline
1	<p>NH opened the meeting by thanking everyone for coming. She explained that we had completed a survey on the surgery premises as discussed at the last meeting and that she was surprised by the outcome. We had received really positive responses with regards to the treatment rooms, confidentiality and maintenance.</p> <p>One area for consideration was the waiting room – some people wanted something to do whilst they waited for their appointment. NH explained that if we had toys for the children then they had to be sanitised every day for health and safety reasons.</p> <p>Magazines could be provided.</p> <p>To have a TV we would need a TV licence and we already pay for a licence for the radio.</p> <p>DW stated that we were addressing the wrong issue; he stated that we should get the patients in on time. NH explained that it wasn't always possible to stick to the appointment time.</p>		
2	<p>NH explained that we had taken on a new member of staff to help answer the telephone at busy times and this seemed to be helping. Also this enabled the front telephone not having to be answered as often which has helped with confidentiality.</p>		
3	<p>Another area of concern was the car parking problem. DW stated that NH ought to approach the Social Club to enquire if we could use any of their spaces during the day. NH will contact the club.</p>	NH	ASAP
4	<p>It was discussed about having 2 sites, a lot of the patients didn't want to change from having 2 sites, but it is unsettling for the staff. A new build was discussed and NH explained that if we had more rooms available we could have more community clinics, eg physiotherapy, chiropody etc to help bring in money to the practice.</p> <p>DW asked if we had wrote up a business plan.</p> <p>NH explained that we had been offered some premises which may be the best option to take at this point in time.</p>		
5	<p>The meeting finished at 7.30pm</p>		