

INTERIM MEETING OF ROSEWORTH SURGERY
PATIENT PARTICIPATION GROUP NOVEMBER 2012

A G E N D A

1. Welcome to members
2. Artisan Break Maker Mr Anthony Walker – presentation
3. Recap on the patient survey
4. Discussion of results of survey
5. Identify issues which need addressing in action plan

**MINUTES OF INTERIM PPG MEETING
HELD @ ROSEWORTH SURGERY
ON NOVEMBER 27TH 2012**

1. Present: Christine Ramsey (PM), Grace Platten (Secretary), Michael Thomas, Margaret Gibson, Sue Pearson, Eric Wright, Elsie Wade, Anthony Walker, Phyl Straw
2. Apologies: Julie Walters, Alan Rakison
3. Anthony Walker – Artisan Bread Maker –

Mr Walker gave a presentation on Artisan Bread Making and very kindly let us sample some of this produce. Anyone who is interested in getting involved with his group of bakers and trying their hand at this please contact either Mr Walker or the surgery.

4. Patient Survey Results – A copy of the patient survey results were handed out and a discussion followed. The issues which were felt by the majority of the group are as follows:
 - Walk-in Centre/Minor Injuries Units – Location, Opening Hours, Services provided
 - A&E – Location, When to attend, Services provided
 - Website booking of appointments
 - Website ordering of prescriptions
 - Annual medication reviews
 - Annual chronic illness reviews
 - Annual free NHS health checks
 - Research & Development within the practice

It was agreed that an action plan would be drawn up with these issues in mind and would be discussed and agreed at a meeting to be held next year – date to be advised.