

Canon Street Medical Centre
122 Canon Street, Leicester LE4 6NL
Dr B V Modi

Minutes from Patients' Participation Group Meeting
held on Tuesday 13th January 2015

Attendance: Dr B Modi (BVM), Mrs M Modi (MM), Mrs Walker (JW),
Mrs Richards (DR), Mrs Carr (IC) and Mr Shah (PS)

Apologies: None

1. Minutes of November meeting were discussed and JW suggested some changes which will be done.
2. The aim of this meeting was to discuss the Action Plans. The Group have agreed the action plans for next year and these will be published on the website before 31.03.15.
3. The Group were informed of the EPS (Electronic Prescription Services) which will go live on 25.02.15.
4. MM suggested that Minutes of the meetings can be published on the website to attract more members to join the PPG.
5. JW reminded that staff needs to wear their name badges as discussed in previous meeting.
6. The Summer Newsletter to include reminding patients to cancel appointments in any NHS services as DNA (Did Not Attend) rates are quite high. Patients to be informed about cancellation to reduce waiting lists. As patients do not turn up for an appointment, they are re-referred which then increases waiting list times.
7. MM discussed that patients were turned away three times and not issued B12 injections, so staff need training on B12 injections.
8. PS discussed about weekend opening hours and MM informed the Group that this service is voluntary and the practice has opted out at the moment.
9. MM informed the Group that practices have choice to extend their boundaries to register patients from Citywide but this practice has opted out at present.
10. The next meeting will be on Tuesday 10th February 2015 at 7 pm to finalise the Action Plans.

Signed

Mrs J Walker (Chair)

Dated
