



Ravenswood Medical Practice

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON 12th JANUARY 2012

In Attendance

Nigel Dransfield - Chair
Brian Clarkson
Jill Clarkson
Fran Collings
Mary Cribb
Mel Druce
Malcolm Ebbs
Michael Jacobs
Doreen Mason
Les May
Anne Reeves
Shirley Saunders
Ken Wells
David Willson
Jackie La Thangue – Reception Manager

- | <u>Item</u> | <u>Subject</u> | <u>Action</u> |
|-------------|--|---------------|
| 1. | <u>Introduction and Welcomes</u> ND welcomed everyone and expressed his sincere thanks for the number around the table. He remarked that it was a very good turn out for a cold January evening. | |
| 2. | <u>Farewell Dr Kunche</u> Dr Kunche, the registrar, would be leaving the surgery in February on the completion of her training. Her replacement will be in post on 1 Feb. | |
| 3. | <u>Monday 9th January 2012</u> On this date a record number of patients (597) were seen in the surgery. The day was fairly calm which reflected the benefit of the number of GPs now employed by the surgery. | |
| 4. | <u>Reception</u> JLT gave an update on reception matters. 2 | |

members were invited to attend a Reception Training Session.

5. PPG Recruitment Flyer ND circulated copies of the new PPG recruitment flyer. Copies would be placed in the surgery.

6. DNAs The inordinate number of DNAs were discussed. ND would write to those patients on their third to warn them of being struck from the patient list. **ND**

7. Spring Newsletter Contributions were sought for the Spring Newsletter. **All**

8. Mens Health Week This matter was discussed. ND would attempt to get some material from the internet. **ND**

9. Ipswich Holiday Help for Children ND drew the attention of the meeting to the charity. It helped families to take a weeks holiday by the coast.

10. Date of Next Meeting Next meeting would be held on 2nd February 2012. **ND**

Nigel Dransfield
Chair