

## **Culloden Medical Practices**

### **Patient Participation Group Meeting Thursday 17<sup>th</sup> February 2005**

Present Fred Robinson (in the Chair), Jean Robinson, Mae Shaw,  
Penny Jacobs, John Jacobs, Henry Hunter

In Attendance Charlotte Leggatt, Bob Ewen

1. **Apologies** received from Robert Anderson, Jenny Alison, Arthur Harris, Sandra Ross
2. **Minutes of the last meeting**  
These were read out, by the Chair, and approved.
3. **Matters Arising**  
Bob said that Web site was still to be re-launched.  
Fred to pursue carers register and referrals with Crossroads.  
Fred to contact Volunteering Highland with reference to the driver scheme.  
Elderly questionnaire had had no response from Highland Council and efforts were being made to produce more publicity to initiate some action.  
Jenny Alison had handed in details of Loop systems to Bob who, together with Charlotte will look at introducing in the Practices.
4. **Do not attends**  
Practices to continue producing 'do not attend' figures. It was agreed that we continue keeping the posters regularly updated on the PPG board and making it clear that it is other patients who suffer because people don't turn up.  
**Action Sandra/Charlotte**
5. **NHS24**  
A general discussion on the introduction of NHS24 for emergency 'out of hours' was discussed and although all were aware of the overload problems that were publicised over the festive period it was generally felt that, apart from the length of telephone consultations, the service was functioning satisfactorily.
6. **Patient Satisfaction Reports**  
Both practices had carried out recent Patient surveys and the results were discussed. The group felt that they were very encouraging and were particularly pleased to see the good results and comments on the staff in the Practices.
7. **New PPG Members**  
A new member from Culloden Surgery has joined the group, Arthur Harris, although unfortunately was unable to attend tonight's meeting.

**/continued**

**9. AOCB**

**9.1 Car Parking** – Bob explained that he was currently in dispute with the Highland Council over the car parking area at the back of the building and the fact that the Doctors were often blocked in. The group agreed that if progress does not improve that a letter could be sent in support. It was also felt that raising the matter with Health & Safety authorities might be useful.

**9.2** Jean outlined a problem with a locum at Culloden Pharmacy, querying a prescription in a brusque and aggressive manner. It was agreed that as he was no longer at the Pharmacy there was little we could do. However, it was agreed to minute this in case a similar situation arises.

**10. Date of next meeting** – Thursday 21st April at 7pm at the Surgery.