

PATIENT PARTICIPATION MEETING ON 26th November 2018

ATTENDED

Angela Elsom

Carol Binks

Dr Naeem

Mr John Berry

Mr Brian Wright

Mr G Stacey

Mrs W Shepherdson

Mrs M Pygott

Mr R Moore

APOLOGIES - Mrs P Hodson

Mrs K Milner

1. Previous Minutes.

The minutes from the previous meeting were agreed and approved. Proposed by Mr B Wright and seconded by Mr G Stacey.

2. Matters Arising

- a. The surgery would like to thank Peggy, Brian and John for their help with the flu vaccination clinic and the surveys.
- b. Advertising – John had a conversation about the village magazine. It is edited by a lady in the village, Lillian Jervis, and they could not guarantee the piece would not be edited. John will write a piece for our approval and then we will email it Lillian explaining that it needs to be factually correct so cannot be edited. If she does edit anything we would need to proof read it before it was published. Keep all copies of anything that is sent to the magazine. The next issue is due in February.
- c. The surgery face book page. Dr does not want to get involved in Face book articles unless it is done from the PPG group. If the group want to do a face book page that is ok – it must be factually correct. Brian will look into doing a page.

3. Practice Managers and Doctor's Report

The Clinical Commission Group is applying for delegated funding. This means decisions on how to spend money in the area will not need to be ratified by NHS England if we are accepted.

The surgery has to offer public facing WIFI in the surgery, EMBED have arranged for the line but because we have asbestos on the landing so have not gone any further in setting it up.

A new Musculoskeletal service is being set up whereby patients complaining of joint pains will be referred straight to it rather than seeing a GP first. They will triage patients before being referred to the hospital. We are hoping patients can be seen in this surgery rather than travelling elsewhere for it.

EMAS has been slow to send emergency ambulances to patients when they need it. They have employed more staff and hoping this helps with the situation. From March next year Savoy Ventures will take over from the non-emergency ambulance services.

The planning permission for the car park has been granted with certain conditions, we need a detailed flood and drainage strategy . This has to be done within 2 months which takes it up to 2nd January 2019.

We have had a complaint about booking appointments. The group was asked if they have heard of any other complaints regarding appointments within the village. Angela has all the relevant information regarding the complaint.

The process is we have 5 advance bookable appointments per day, 3 telephone appointments and some that open at certain times in the day. Once the pre bookable appointments are gone there are only book on the day appointments. If we get full the GP is asked and often extra patients are seen.

Could we put a notice in the surgery to explain how the appointment system works as some patients are confused how this all works?

This complaint will be dealt with by Angela.

4. **Chairman's Report**

John attended a meeting 2 months ago and met the new chairman of the CCG.

At the meeting they discussed the care navigation service and Mr Berry has got a leaflet on this subject. It was mentioned receptionists are not Clinical and this has to be taken in consideration when speaking to the patients. Our receptionists only ask for a one word reason why they are coming in for appointment they can say it is personal, it helps for example if a patient has chest pains they need to ring 999 instead of coming into the surgery.

5. **Improvement Priorities Progress** - covered in Practice Managers reports

6. **Thoughts for the future** - covered in matters arising

7. **Any other business**

Nothing at this time.

8. **Next meeting:** 14th January 2019 at 12 midday.