

PATIENT PARTICIPATION MEETING ON 2nd July 2018

ATTENDED

Angela Elsom
Carol Binks

Mr John Berry
Mr Brian Wright
Mrs W Shepherdson

APOLOGIES - Mrs M Pygott, Mr G Stacey, Dr Naeem, Mrs P Hodson, Mr R Moore, Mrs K Milner

1. Previous Minutes.

The minutes from the previous meeting were agreed and approved. Proposed by Mr Wright and seconded by Mrs Shepherdson.

2. Matters Arising

The surgery can put information about the surgery on Facebook and it can be put on The KILLINGHOLME Alternative News page. This has been agreed by the page administrator

Mr Wright will write down some ideas and then these can be approved by PPG group and Angela, Practice Manger.

Angela went to the LMC and asked them about advertising the surgery. They looked at the webpage and this meets regulations about advertising. There is guidance and some issues have to be looked into to make sure all information is all factual. Angela has an E Mail with all this information on from the LMC. We maybe need to re vamp the original leaflets with new information on. Next meeting we will discuss the new practice leaflet.

A new residence association has formed in the village so we may be able to get leaflets to new patients through this.

PPG members are not allowed to canvas new patients – putting leaflets through doors is ok but must not answer questions from the residents whilst taking leaflets out.

Angela would like some new ideas for the web page as this needs updating.

3. Doctor's Report. -

4. Practice Managers Report

Annual CCG meeting was last week . Last year the CCG was rated inadequate due to governance and finance, new leadership was put together and financial recovery plan put in place. 27 out of 29 items of the plan have been implemented and when they review again this they are likely to come

out of special measures but will still need some improvement. Angela has a list from the meeting of the items they have to look at in the future.

Safeguarding hospital letters to be changed instead of children getting DNA on their file which is not accurate it should say child not brought; as it is the parent that may not bring them to surgery. This could also apply to vulnerable adults in the future. These levels should be audited and referred to safeguarding if thought appropriate.

With the new GDPR, the surgery cannot charge for records being sent to a solicitor after we have printed them out so we will have to ask for patients to print them out from the on line site. If it is for an accident claim or employment purposes we can still charge.

5. **Chairman's Report**

Has not got anything new to report at this time, but will update us at the next meeting.

A new patient came into the surgery to register and said how helpful the reception staff were and they very impressed with the service and how it made it easy to join our practice. This has been passed onto the receptionists.

6. **Improvement Priorities Progress**

Nothing at this time.

7. **Thoughts for the future**

Has been covered with the advertising comments

8. **Any other business**

Nothing at this time

9. **Next meeting:** 3rd September 2018 at 12 midday.