

PATIENT PARTICIPATION MEETING ON 3rd June 2015

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Allen

Mr John Berry
Mr Benard Kelly
Mrs Katie Milner
Mr Eric Jacombe
Mrs K Clark
Mr Ron Moore
Mrs Peggy Hodson
Mrs M Pygott

1. **APOLOGIES**

Dr GR Bhorchi

2. We would like to welcome Maryjka to the group. Maryjka has joined us for this meeting and we look forward to her joining us regularly in the future.

3. The minutes from the previous meeting were agreed and approved. Proposed by Mr. E. Jacombe and seconded by Mr. R. Moore.

4. **Matters arising.**

- a. DNA's –people are made aware when they do not turn up by text through NHS mail. This service will end in August and we will have to find another service that we will have to pay for. MJOG is another system that sends texts and there is a facility to cancel appointments through it. It also has opportunity for other services. i.e. to remind about all appointments, Flu clinics, Friends and Family test etc. – to look further into this.

5. **Doctor's Report.**

There was no Council of Members meeting in May due to annual leave.
Dr Naeem is happy and things are going forward with offering new services.

6. **Practice Managers Report**

Car park – planning permission has gone in for the car park. It was verified on 15th May awaiting decision.

Flooding – We have a meeting with Alan Drury from drainage tomorrow about the works in the road which are hopefully taking place next week

The defibrillator has now been placed outside the surgery and anyone can ring 999 in an emergency and they are given a code to open the box. It explains in detail how this has to be used.

The latest report from friends and family test is on the notice board and the results we are getting are positive.

The houses are being demolished week commencing 8th June ready for the work on the new road to start.

7. Chairman's Report -

There have been no further Chairman's meetings as yet; however we have received a letter about the next meeting which will be 6.7.15 and Mr Berry will attend. The Conference for all PPG members could not be organised for June as unfortunately they cannot co-ordinate all the speakers. The meeting will now be in September instead.

With regards to the letter about Poplar Farm and the health issues, the open air composting application has been withdrawn but a waste transfer station application is in its place. A letter is being sent to object this application.

8. Improvement Priorities Progress

1. Online side of things – we have been supplied with posters which are now up in the surgery. Numbers of patients using these are improving slowly
2. Confidentiality – we continue to encourage patients to wait in the waiting room
We are getting better at making sure the door is closed to the consulting room
We have applied for an improvement bid which has been successful but not until next year. We are awaiting further contact from NHS England about this.
3. Blister packs – This service continues to grow slowly.

9. Thoughts for the future

The Conservative Government now in power has promised a 24 hours 7 seven a week service. Currently funding is split with 90% going to hospitals and 10% to GPs. The Government want GP surgeries to be available 8am – 8pm 7 days a week. What actions can we take to accommodate this service?

Ideas include:

- Maybe a group of Dr's could come together to help with this service, meaning the patient will not necessarily be seen by their own GP.
- Where will the funding come from?
- Where will the GPs and nurses come from to staff this
- Looking at 8 till 8 service at a Dr's surgery.

We will keep this as an on-going subject to discuss ideas as they become available.

10. Any other business

The induction PPG packs have now arrived in the surgery. These are designed for new members but we decided as a group to give them to everyone.

We have been asked by NHS England to discuss if the group are happy with the cover arrangements during the afternoons, when the surgery is closed.

Currently the surgery is open till 1pm and then the doctor is available by mobile phone until 4.30 pm when the surgery reopens. Except on Wednesdays when the surgery is closed all afternoon and the doctor is available till 6.30pm by mobile phone.

If a patient needs the GP they will either be seen by home visit or given a time to come to the surgery later in the evening.

The PPG do not see this as a problem as it is a system that has been in place since the surgery opened. They think the surgery is very family orientated and that appointments can be aquired quickly. They feel that patients are treated as people and not numbers and they wouldn't like to see this change.

A vote was taken by the group and they voted unanimously to keep the current system in place and they have agreed that they are happy with the service we are providing at the moment.

Next meeting: 7th September 2015 at 12 midday.