

PATIENT PARTICIPATION MEETING ON 3rd September 2018

ATTENDED

Angela Elsom

Carol Binks

Dr Naeem

Mr John Berry

Mr Brian Wright

Mr G Stacey

Mrs W Shepherdson

Mrs 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

Thank all who came into surgery and helped with the flu vac clinic and did the surveys. Had conversation with the lady who edits the magazine who is Lillian Jervis they could not guarantee the piece would not be edited. Could we send an E Mail and make sure we have the piece approved before it goes to print. Keep all copies of anything that is sent to the magazine. The next issue is due in February. The village face book – the list is now closed, could we do our own page. Dr does not want to get involved in Face book articles unless it is done within the PPG group. If the group want to do a face book page that is ok. Brian will look into doing a page.

3. Doctors Report

4. Practice Managers Report

Clinical commission group we are applying for funding . A lot of work public facing WIFI in the surgery, they have put the line but we have asbestos on the landing so they cannot go any further.

Physio a new scheme is starting if you have hip, pain etc. you can come and see a physio in the surgery, they are trying to triage before they get an appointment at the hospital. We are hoping patients can be seen in the surgery and if they think you need to be seen by the hospital it can be arranged.

EMAS has been slow to send 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 that takes up to 2nd January 2019.

We have a complaint. The group was asked if they have heard of any complaints within the village. Angela has all the relevant information regarding the complaint. We have certain bookable appointments and some that open at certain times in the day. 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 complain will be dealt with by Angela.

5. **Chairman's Report**

Attended a meeting 2 months ago and met the new chairman of the CCG. We talked about 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 been 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.

6. **Improvement Priorities Progress**

7. **Thoughts for the future**

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8. **Any other business**

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