

## PATIENT PARTICIPATION MEETING ON 7th March 2016

### ATTENDED

Dr SK Naeem,  
Angela Elsom  
Carol Binks

Mr John Berry  
Mr Benard Kelly  
Mr Eric Jacombe  
Mrs Kath Clark  
Mrs Peggy Hodson  
Mrs M Pygott  
Mrs K Milner  
Ms Sue Brumpton - Chaplin

1. **APOLOGIES**

Mr R Moore

2. **Previous Minutes.**

The minutes from the previous meeting were agreed and approved. Proposed by Mr B Kelly and seconded by Mr E Jacombe.

3. **Matters Arising**

No matters arising.

4. **Doctor's Report.**

- New Extended hours 8.00am – 6.30pm.  
10 people have complained about us not being open, they say that because we are not open early when they ring the surgery at 9.00 the book on the day appointments have gone. This should help with this situation.  
The telephones are going to be changed on Tuesday 8<sup>th</sup> March to reflect the new opening hours.
- From April we will have a lady Dr who will be working in the surgery (Probably a Tuesday). This is still to be confirmed.
- Dr has spoken to some people who work later and we are trying to accommodate appointments times at 6.00pm for them.
- Still ongoing issues with the neighbours.

5. **Practice Managers Report**

- Sue has joined us and comes to surgery every other Wednesday.
- We are trying to attract new people to the surgery.

## 6. **Chairman's Report**

There has been nothing to report at this meeting. The next PPG chairman's meeting is next Tuesday so will report back to us at the next meeting.

## 7. **Improvement Priorities Progress**

- Blister packs are increasing.
- From April patients can request to look online at their own records.
- Confidentiality – No more complaints.
- Regarding the improvement bid - the process has now changed but we have had a letter to say they have forwarded our bid to the CCG with last year's recommendation.
- We have somebody who is looking to hire a room for Physiotherapy and this is still planning stage.
- Everybody was happy with the surgery

## 8. **Survey Results**

Please see attached survey. Some very nice comments are made

## 9. **Chaplain**

Sue Brumpton has joined us and she has some leaflets in the surgery and some information on the notice board. Primary care Chaplaincy is for the spiritual wellbeing and helps medically wise. Sometimes a 10 minute slot is not enough to offload problems to the Dr or the Nurse. Sue has 1 hour appointment slots for all people if they wish to talk to her. Appointments are very slow at this time as it is very new. Sue is not medically trained but she is flexible with her hours. An emergency contact number is in the surgery if anybody should need her. If Sue discovered something was wrong she would encourage them to see the Dr. This could be flagged up without actually saying what the problems are. Sue's support comes from Lincolnshire Chaplaincy services

10. **Thoughts for the future.** This has been covered and talk about this at the next meeting.

## 11. **Any other business**

Costain has asked Angela for comments regarding the car park. The PPG group agreed to the comments that she has written. Some yellow disabled parking bays are to be marked out and white lines are to be painted on the rest of the car park.

End of the year PPG report to be done by end of March. Angela has looked at priority plans from the minutes and highlighted the areas as

- Car Park and CCTV for safety of the patients
- Increase patient numbers in the surgery as this may alter after the leaving of Dr Bhorchi
- Increased access for patients
- Improvement Bid

John thanked Eric for delivering surgery leaflets in Garden Village. There is still North Killingholme to be covered and East Halton to be finished.

12. **Next meeting:** 9<sup>th</sup> May 2016 at 12 midday.