

PATIENT PARTICIPATION MEETING ON 7th September 2015

ATTENDED

Dr SK Naeem,
Angela Elsom
Carol Allen

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

1. **APOLOGIES**

Dr GR Bhorchi
Mr Ron Moore

2. The minutes from the previous meeting were agreed and approved. Proposed by Bernard Kelly and seconded by Eric Jacombe.

3. **Matters arising.**

4. **Doctor's Report.**

Council of members meeting were workshops; no decisions made.

5. **Practice Managers Report**

Car Park got planning permission but Highways have withdrawn the funding because of the neighbours. If we can get the neighbours to sign an agreement we could get car park done by Costains.

Flooding no update and still waiting for the works to start. John Berry is in contact with them each week. Still waiting for them to plane the road to help with flooding, this will take one day. The main problem is the outfalls (2) these dykes are not allowing flood water to drain and Anglian Water have a responsibility to help with this situation. There is a 24 hours flood line for any flooding issues.

MJOG has been installed and texts are sent out to patients regarding appointments.

6. **Chairman's Report**

Chairman's meeting- a date has been set for the Conference for all PPG members - 27th October in The New Life Church – 1.30pm to 4.30pm two key speakers. There is a choice of workshop sessions available on the day. Any further information will be given to all members. Mr Kelly and Mr Berry have said they will attend on behalf of the group.

Sophia Baker - Carers Support Centre - they will come out and talk to PPG groups. Angela has arranged for Sophia to come out at the end of the month and speak to herself about what the Carers Support centre can offer and arrange to speak to the PPG group if required.

Attended Health matters 2 meeting with Dr Jaggs Fowler regarding Non-emergency hospital transport and Healthy lives healthy futures project.

Poplar farm we have defeated it - planning was refused 6 weeks ago.

There are elections 24th September for the parish council. Killingholme 1st Group are urging everybody to vote for them in the election.

At the Chairman's meeting a Mori pole came out and our surgery's patients satisfaction rate was 88% and there were 7 below us the lowest being 68%.

7. Improvement Priorities Progress – no changes here.

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.

8. Thoughts for the future

– Questions from patients.

Will there be a female Dr available? Dr will come back to the group when this is all sorted out. If they require a chaperone one will be available within the surgery. They have the option to see Angela and she can then speak to Dr if needed.

Appointments for people who are working. Are there any thoughts about this? Not sure what we can do about this at the moment

List size? Have you had any thoughts about increasing the list size? Could we send some flyers out around the villages! To find out from NHS England if this is acceptable

Dr will come back to the group at the next meeting regarding these issues.

9. Any other business

Party

Everyone to meet in the hall at midday to arrange things.

We have bunting, flowers and tablecloths. A cake is ordered.

Maryjka will buy a posy for the Lady Mayor.

Angela and John to make a speech for the Mayor

To try and organise TV coverage
Ensure press is aware - Angela to ring
All cakes/deliveries to go to John's house
Angela and Carol to work on farewell speech
Memory book in progress – need some more photos – group shots of staff and group

Flu vaccs and Survey
Flu vacs will be in surgery from w/e 25th September
The annual survey is also due so can we do the two together again like last year
Dates Tuesday 29th Peggy and John, 7th Maryjka and John
Bernard to collate results again

Next meeting: 16th November 2015 at 12 midday. – please note alteration of date