

PATIENT PARTICIPATION MEETING ON 8th April 2015

ATTENDED

Angela Elsom
Carol Allen

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

1. **APOLOGIES**

Dr GR Bhorchi
Dr SK Naeem,
Mrs Wendy Carr

2. The minutes from the previous meeting were agreed and approved.

3. **Matters arising** from previous minutes – No matters to discuss.

4. **Doctor's Report.**

Nothing to report at this meeting. The last meeting was to finalise budgets for the coming year

5. **Practice Managers Report**

Car park – we are hoping to get planning permission for a temporary car park at the back of the surgery to be used during the road works –we have a meeting later this week (Friday).

Flooding – We have been in contact with the council again this year about flooding and they are looking into the drainage system. It is proposed currently to scrape the top layers off the outside road to give us kerb edgings again and to improve the drainage systems –we have a meeting on Thursday.

Dr Naeem would like to start this meeting earlier as he is aware he has commitments elsewhere on a Wednesday afternoon that make attendance at this time difficult. It was agreed to change the time of the meeting to 12.00 instead of 1.00pm.

DNA's (Did not attends) – the system is sending text messages to people that do not attend their appointment, it also sends reminders before the appointment but this is only if the person has a mobile phone. We have started with letters to those who do not get sent a text. We will monitor this.

No further reports from friends and family test – other than to say the results we are getting are positive

6. Chairman's Report

John attended the Chairman's meeting in Scunthorpe. Only 19 GP surgeries are now in operation. It is now a requirement to have a PPG in the surgery – no longer voluntary.

The annual conference is to be held near Pittwood House in June 2015 and John asked if any of the group would like to attend. Katie would like to know when it is being held.

New commissioning arrangements have come into force. North Lincs CCG has gone for joint commissioning (NHS England and the CCG). There will be 1 rep from NHS England and CCG an independent and 2 GP's. Ian Reekie is the Chairman of the group (the independent). It will be a public meeting held in Health place in Brigg.

There was some agreement at the Chairman's meeting to send a letter to the Secretary of State. John will put together a letter and this will be taken to the committee. As of today, this has not been done. It will be done after the election.

Poplar farm has applied for planning to the planning dept. The open air composting and food waste has been removed from this application. The village has put in a holding objection and 34 questions have been put forward and we wait for all the answers. Another public meeting will be held once these questions are responded to. A letter will be sent on behalf of the PPG group to the council.

7. Improvement Priorities Progress

1. Online side of things – we have been supplied with posters which are now up in the surgery.
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 and hopefully this will address the issue fully by making alterations to the layout of the building
3. Blister packs – now being offered to patients who are newly registered if they fit the criteria. This service continues to grow slowly.

8. Any other business

Wendy has decided that she can no longer give us the time needed to participate in this group and would therefore like to resign. We thank her for her service and wish her well in the future. We will need to look at recruiting another individual – preferable female to keep the numbers even.

Next meeting: 3rd June 2015 at 12 midday.