

Patient Participation Group – 5th October 2017, 4.00pm

Agenda

Dr Ellis Rickwood will be joining us

Present: CS, AH, CY, LB, KS, St, RA, Anita Hampson – Practice Manager and Dr Ellis Rickwood

Apologies: TG/CW/DP/JJ

1. Introductions and welcome Apologies	All As above
2. Minutes of last meeting 010617	Anita Agreed, the group was now member of NAPPG – Anne and Liz have log in details for any members wanting to review.
3. Review of Open Day	Disappointing turnout but all felt QandA was very useful and informative and should be basis of any future events. All group members thanked for attending and assisting with event. LB had drafted letter to Alec Shelbrooke outlining concerns of PPG on the impact of housing developments on the surgeries capacity. All agreed he should be invited to a meeting to discuss further. LB to send letter on behalf of PPG
4. Complaints review 16/17	Anonymised review of all complaints received last year and discussion on follow up including reviews at significant events meetings
5. PPG Direction/Update from City Wide Meeting Plus Item 8	Clive had attended meeting on behalf of group in April with lots of useful information, the most productive being the leaflet which had proved successful at recent flu clinic and the matrix (attached) to look at ways to improve representation, and participation in PPG. AGREED – after next flu clinic to review how many new potential members there were and put together new members pack, invite to extra meeting and begin new virtual members group. Anita H will action post flu clinics AGREED – Group member will do minutes at future meetings
6. Extended access and active signposting	Presentation on proposed ideas for future extended hours which will be contractual requirement from 2019. Dr Richard Hall will be joining next meeting to discuss in more detail.
7. Ambulance Booking	Currently CSS books ambulances for all patients requesting for outpatient appointments. There is a stricter criteria which most practices used, AGREED that patients who currently use the system but don't meet the criteria should be told, we will book on this occasion but for future appointments they must make own way there.
8. Prospective Members Pack	See Item 5
AOB Workload Issues	ER outlined some of the workload issues the practice is currently facing and the measures we are currently looking to put in place to alleviate the stress on both patients and staff this causes.
Flu and pharmacies	Local pharmacies are offering and marketing flu vaccinations for eligible patients, this results in lower numbers of patients being vaccinated within the practice which has impact on funding the Practice receives. AGREED Not appropriate to ask patient to avoid the pharmacy but to make them aware that it does affect Practice funding if not given in practice.
Next Meeting	TUESDAY 28th November 2017 4pm There may be a welcome meeting for prospective new members prior to this - TBA

