

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Tuesday 29th September 2015

Time: 5-6.30pm

Venue: Health Promotion Room

Attendees:

Joy White, Bob White, Mick Bates, K O'Keefe, Rosie Ryder, Alan Ryder, Alan Dowell

For the practice:

Keleigh Atkin

Apologies:

Sue Gillespie, Sheila Forgham, Caroline Feeney, Julie Wileman, Jacqueline Knight

Item	Issue	Action	Owner
1.	Introductions		
2.	Minute Taker – KA apologised for the delays experienced in getting the minutes out to members. She welcomed offers of help to take the minutes.		
3.	Feedback from Sue Gillespie	To be carried forward to next meeting	SG
4.	Telephone Triage – KA outlined the benefits that had been experienced with the new system as a result of Dr Gauhar's absence. None of the members present had experienced the system yet.		
5.	Friends and Family Test – an update on the feedback received so far was given. It was noted that we did not receive many responses		
6.	NWL GP Ltd Involvement – KA explained federations to the meeting and how the practices in NWL were working together so they could bid to provide additional services. Patient feedback was being sought for this organisation and members were asked to let KA know if they were interested in attending meetings when invited on behalf of this group.		
7.	CQC update – KA updated the meeting on the changes with CQC since October 2014. Details of what the surgery will be assessed against can be found using this link: http://www.cqc.org.uk/content/doctorsgps KA also mentioned the NHS Choices website as a place that patients were able to give their feedback on the services received at the practice: https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=44003		

8.	<p>Surgery Update</p> <ul style="list-style-type: none"> • Dr Gauhar – has been off work since the end of June but is due back at the beginning of October • Dr Jay left and Dr Popat starts in December • Racist remarks – KA explained that the surgery had experienced racist comments recently which will not be tolerated. Warning letters have been sent to patients and should this happen again they will be removed from the list • Back to basics cookery course – details of a free course shared • Flu clinic – details of the clinic shared • GENVASC study and NHS Health Checks – details of the study we are participating as part of the NHS Health Checks given • Winter car parking solutions – details of how we manage the car park in adverse conditions was explained. (Post meeting note – the gardener is now available to continue with our usual plans over this period) • Practice appraisal – this is now due and offers of assistance were made. Date to be confirmed 		
9.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team</p> <ul style="list-style-type: none"> • Is there a message on the self check in to wait upstairs? To be confirmed • Is there online availability for appointments with locums? To be confirmed • Has Paula’s job been advertised? Yes, but no suitable candidates yet. To be advertised again 		
10.	<p>Date and time of next meetings: 09/12/2015 1-2.30pm (Post meeting note: meeting now changed to 15/12/2015)</p>	Info	