

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Wednesday 9th March 2016

Time: 1-2.30pm

Venue: Meeting Room

Attendees:

Alan Dowell, Colin Mason, Peter Lacey, Mick Bates, Sue Gillepsie, Sheila Forgham
Sharron Bradford (NWL GP Ltd), Melanie Arnold (NWL GP Ltd)

For the practice:

Keleigh Atkin, Nicola Wharmby, Nikki Parker

Apologies:

Joy White, Bob White, Rosie Ryder, Alan Ryder

Item	Issue	Action	Owner
1.	Introductions – Nikki (HCA) introduced		
2.	Minutes of last meeting – discussed		
3.	NWL Federation PPG – presentation given by Melanie Arnold (NWL GP Ltd) following recently federation wide meeting. Next meeting to be held at Hugglescote Surgery on 17/03/2016		
4.	Premises and housing development – online feedback re layby received and more detail to be considered at council meeting before the summer		
5.	Update on surgery and staffing structure – information given on nurse training, apprentice situation, Dr Gauhar increasing his sessions to 3 per week, one applicant to interview for salaried GP position		
6.	Friends and family test and GP Survey – discussion took place about the information available from the F&F test results and also the information available online from www.gp-patient.co.uk where comparisons of surgeries can be made from feedback received following recent visits to the surgery. It was noted that sending patients a text reminding them to complete feedback had been helpful in getting responses and that this was to be implemented on a regular basis. The national data was used to pat ourselves on the back for some good results in when compared to a couple of local surgeries and also to confirm our continued focus for action in 2016-17: 1) Continuity of care – recruitment and retention of GPs and nurses, length of time to book and wait for an appointment 2) Access to the premises – community transport, car park	Feedback on this item to be given to all staff	NW

	development or extension		
7.	<p>Patient Question Time</p> <ul style="list-style-type: none"> • Number of GPs and nurses – there are no guidelines to the number of GPs and nurses a surgery should have to manage their list size. The practice makes annual comparison to local surgeries and is also able to access national information that helps to inform our workforce decisions • Limit on number of patients – because our practice has an ‘open list’ there is no limit to the number of patients we can have registered, our workforce and premises would need to expand to reflect any changes 		
8.	<p>Any other business</p> <ul style="list-style-type: none"> • Practice Appraisal – feedback given from KA however as Russell Johnson who was the patient at the meeting was not in attendance, the item will be forwarded to the next meeting 		
1.	Date and time of next meeting: 17/05/2016 5pm		